



## Air passengers' rights – Complaint form

**This form may be used to file a complaint against an airline and/or with the Ministry of Consumer Protection (Ministère de la Protection des consommateurs) as the national enforcement body.**

**Passengers' rights in the event of denied boarding, downgrading, cancellation or long delay of flights, in accordance with [Regulation \(EC\) no. 261/2004](#).**



In order to best use the forms in PDF format, it is recommended to open them with the free Adobe Acrobat® Reader® software or an equivalent product. The latest version of Adobe Acrobat Reader for all systems (Windows®, Mac, etc.) can be downloaded for free on the [Adobe Systems Incorporated](#) website.

Your rights regarding your personal data:

*Any data relating to you that is collected from this form is subject to processing by the relevant government administration department in order to properly respond to your request. The data will be retained for as long as is required for the government administration department to achieve the purpose of the processing.*

*The recipients of your data are the government administration departments with authority to process your request. If you wish to know who will be receiving the data on this form, please contact the relevant government administration department.*

*In accordance with Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, you have the right to access, rectify and require the erasure of your personal data. You also have the right to withdraw your consent at any time. Additionally, unless it is mandatory to process your data, you may object to such processing for legitimate reasons.*

*To exercise these rights and/or receive a copy of your personal data, please contact the **Ministry of Consumer Protection**. If the contact details of the department responsible for processing your personal data are not listed, you may contact the Data Protection Officer of the **Ministry of Consumer Protection** at [info@mpc.etat.lu](mailto:info@mpc.etat.lu). You also have the option of filing a complaint with the National Commission for Data Protection (CNDP), whose headquarters are located at 15, boulevard du Jazz, L-4370 Belvaux.*

### Please read the following instructions carefully:

1. Passengers who believe they have a valid complaint against an airline due to denied boarding, downgrading, cancellation or long delay of flights **must first file their complaint with the airline operating the flight in question**. This form may be used for that purpose. Please keep a copy of this form for your records.
2. If the airline does not respond to you within six weeks of receiving your complaint, or if you are not satisfied with its response, you must send this form to the Ministry of Consumer Protection (you may use a copy of the original form sent to the airline).
3. If the incident occurred at a departure airport located outside the European Union, you may contact the national enforcement body in the Member State of your flight's destination.
4. This complaint form is to be used only for cases related to denied boarding, downgrading, cancellation or long delay of flights.
5. All other types of complaints related to baggage claims, flight schedule changes made more than 14 days before your departure date, or the issuing of tickets must also be sent first to the airline in question. If you do not receive a response or if you are not satisfied with the response you receive, you may seek advice from one of the [European Consumer Centres](#) in any EU Member State.
6. Please fill in the form in capital letters.



## 1. A complaint has already been filed

### A complaint has already been filed with

the airline

**N.B.:** This step is mandatory. Otherwise, your complaint cannot be processed.

a consumer protection body (please specify):

another public or private body (please specify):

## 2. Representative's contact details

Complaint filed by a person acting on behalf of the affected passenger (representative):

Yes. Please attach a power of attorney and complete item 2.  No. Skip to item 3 (complainant's contact details).

Surname(s):

First name(s):

Street and number:

Postcode:

City:

Country:

Email:

Telephone:

## 3. Complainant's contact details

Surname(s):

First name(s):

Street and number:

Postcode:

City:

Country:

Email:

Telephone:



#### 4. Complaint against

Airline:	<input type="text"/>		
Flight no.:	<input type="text"/>	Reservation number:	<input type="text"/>
Departure airport:	<input type="text"/>	Arrival airport:	<input type="text"/>
Location(s) of connecting flight(s) (if applicable):	<input type="text"/>	Date of flight:	<input type="text"/>
Scheduled date and time of departure:	<input type="text"/>	Actual date and time of departure:	<input type="text"/>
Scheduled date and time of arrival:	<input type="text"/>	Actual date and time of arrival:	<input type="text"/>
Airport where the incident occurred:	<input type="text"/>		

#### 5. Complaint

Long delay or cancellation       Denial of boarding       Downgrading

**Did the passenger(s) have a confirmed reservation on the flight in question?**  
 Yes       No

**Did the airline provide the passenger(s) with information about their rights?**  
 Yes       No

**Did the airline or its agent offer you any assistance during your long delay?**  
 Yes       No

**What kind of assistance did you receive?**

Meals       Refreshments

Transfer between the hotel and airport       Hotel

Access to means of communication (phone, fax machine, email)

Other services (please specify)

No service



## 6. If you flight was cancelled

### When were you notified that the flight was cancelled?

- at the airport     1 week before departure     2 weeks before departure     more than 2 weeks before departure

### Were you told why your flight was cancelled?

- Yes     No

### What reason was given?

### Did you receive any financial compensation?

- Yes     No

Amount (in EUR):

### Were you given the choice between a refund OR re-routing to your final destination?

- Yes, I chose the "refund" option
- I was offered a refund for the full cost of the ticket     I was offered a refund for the unused boarding cards
- Yes, I chose the "re-routing" option:

- No, I was only offered the option of a refund
- No, I was only offered the option of re-routing to my final destination:



## 7. If your flight was delayed

**If your flight was delayed for three (3) or more hours beyond the scheduled time of arrival, did you receive any financial compensation?**

Yes

No

Amount (in EUR):

**If your flight was delayed for more than five (5) hours:**

Was your flight still scheduled to depart?

Yes

No

If you answered "No" to the previous question and if you had already begun your trip: were you offered a seat on a flight back to your first point of departure?

Yes

No

If you had already decided not to continue your trip, were you offered a refund?

Yes, for the full cost of the ticket

Yes, for the unused boarding cards

No, I was not offered a refund



## 8. If you were denied boarding

### Did the airline call for volunteers?

Yes  No  I don't know

### Did you volunteer to not board the aircraft?

Yes. If you answered "Yes", the questions below do not apply.  No. If you answered "No", please answer the following questions.

### Did the airline deny your boarding for security, safety or health reasons, or because you did not have the correct travel documents?

Yes  No  I don't know

### Did you arrive for check-in by the time specified by the airline or, if no time was specified, no later than 45 minutes before the published departure time?

Yes  No

### Did you receive any financial compensation?

Yes  No Amount (in EUR):

### Were you given the choice between a refund OR re-routing to your final destination?

Yes, I chose the "refund" option  
 I was offered a refund for the full cost of the ticket  I was offered a refund for the unused boarding cards

Yes, I chose the "re-routing" option:

No, I was only offered the option of a refund  
 No, I was only offered the option of re-routing to my final destination:



## 9. If you were downgraded

**I had a reservation in**

First Class                       Business Class

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**I actually travelled in**

Business Class                       Economy Class

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**Did you receive any financial compensation?**

Yes                       No                      Amount (in EUR):

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**What was the price of your ticket?**

Amount (in EUR):

## 10. Passenger information

Passenger's first name and surname	Please indicate if the passenger is a/an	Please indicate if any special assistance was required
<input type="text"/>	<input type="radio"/> adult <input type="radio"/> child <input type="radio"/> infant (under 2)	<input type="checkbox"/> Special assistance was required
<input type="text"/>	<input type="radio"/> adult <input type="radio"/> child <input type="radio"/> infant (under 2)	<input type="checkbox"/> Special assistance was required
<input type="text"/>	<input type="radio"/> adult <input type="radio"/> child <input type="radio"/> infant (under 2)	<input type="checkbox"/> Special assistance was required
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<input type="text"/>	<input type="radio"/> adult <input type="radio"/> child <input type="radio"/> infant (under 2)	<input type="checkbox"/> Special assistance was required
<input type="text"/>	<input type="radio"/> adult <input type="radio"/> child <input type="radio"/> infant (under 2)	<input type="checkbox"/> Special assistance was required

## 11. General comments



## 12. Signature(s)

**I hereby declare that all of the information provided in this form is true and accurate in all respects and for all of the passengers concerned.**

Place of signature:  Date:

Signature of all adult passengers:

<input type="text"/>	<input type="text"/>



### Please note:

To ensure that this complaint is investigated, you must attach the following documents:

- the plane tickets and/or the reservation
- connecting flights with the airline, if applicable
- power of attorney, if applicable

After you complete this form, if you do not wish to send it by email, please send it by post to the address listed on the letterhead.