

Complaint Letter about a Rude Flight Crew Member

This package contains:

1. Instructions & Checklist for Writing a Complaint Letter about a Rude Flight Crew Member
2. Complaint Letter about a Rude Flight Crew Member

Instructions & Checklist for a Complaint Letter about a Rude Flight Crew Member

- ☐ This package contains: (1) Instructions & Checklist for a Complaint Letter about Rude Flight Crew Member; and (2) Complaint Letter about a Rude Flight Crew Member
- ☐ This form is designed to assist you in drafting a letter to an airline about how a recent flight you took turned out to be a very bad experience, due to one flight crew member whose behavior was very rude.
- ☐ Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
- ☐ Be sure to sign the letter and to make a copy before sending it out.
- ☐ Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
- ☐ These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
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[Your Name]
[Street Address]
[City, State ZIP Code]
[phone number - optional]
[email address - optional]

August 26, 2009

[Name of Recipient]
[Title]
[Company Name]
[Street Address]
[City, State ZIP Code]

Dear [Name of Recipient]:

I am writing to make you aware of a recent extremely aggravating experience I had with a member of the flight crew on one of your planes. It happened on [Flight No.] on [Date of Flight].

[Here describe the incident briefly, i.e.: *As soon as the plane had gained altitude and the attendants were passing down the aisle taking orders for water and soft drinks, I was approached by the crew member who apparently was supposed to deal with the row I was sitting in. As soon as we began to talk, I noticed he had a rude and rather arrogant manner, and certainly stood in sharp contrast to the other crew members, who I could hear were all talking in soft, pleasant tones.*

I will not go into detail here about how things progressed from that point to where I was silently fuming in my seat. Suffice it to say that if we had not been on an airplane, I would have done what anyone would do when faced with a rude server, whether he is in a restaurant, a hotel or elsewhere. But, as any citizen of the US knows, in these times when issues of security are paramount, you can't make a fuss of any kind in mid-flight.]

So I am writing to you about it now to let you know that I expect you will reprimand that young man, whose name is [Name of Crew Member] and let him know he ruined the flight for me. If you would like further details about what happened, please feel free to contact me.

I fly that same route fairly frequently, and I hope to be able to continue to do so, but if I encounter another employee such as [Name of Crew Member], I'll have to stop using your airline and look for a different way to make the trip.

Cordially,

[Your Name]