

It is important to have in mind these tips when it comes to completing Claims:

- Fill in a readable, concise and clear.
- Provide details of all events.
- Consign your full address.

If you already have all these documents don't put it off, and send us the next electronic formulary, and we'll give you a personalized answer about your case, as soon as possible.

**Complete the claim form on the site <http://www.retrasos.net>**

If do you think that you have suffered irregularity, neglect or faulty attention in the regular or charter flights, or into the airport facilities, you can use the complaint forms, that in this case are two.

- 1) From de Civil Aviation (AENA), airport services.
- 2) From the airline companys.

**You can:**

Write a complaint letter to AENA or to the airline company or to the DGAC (General Direction of Civil Aviation) or request the complaint form at the airline company counter and the AENA's counter in the airport. That don't prevent from to exercise another judicial or administrative actions.

It's important to consider these advises when you make your complaints:

- To fill in the forms, clearly, briefly and readably.
- To give every all the datum of the facts.
- To register completely your residence.

### **1) In the facilities that depend on the Civil Aviation and comercial companys:**

- Deficient cleaning of the equipment.
- Bad behaviour of the employees.
- Inapropiate signs.
- Slow and ambiguous information.
- Obstruction to get the complaint forms.
- Abusive prices in the airport facilities.

(Restaurants and caffés are excluded because they have their own complaint forms)

## 2) At the airlines company's counters:

- Overbooking practice.
- Irregularity about the tickets dispatch.
- Luggage delay and loss..
- Misbehaviour in the personal treatment.
- Flights delay and cancellation.
- Misuse in the arrangement of the waiting list.
- Meals anomalies aboard.
- To be disrespectful about security rules during the flight.
- Difficulty in acceding to the complaint book.

The use of the complaint book, don't exclude the possibility to exercise any other kind of legal or administrative action, which you has a right to.

Don't forget that extrajudicial agreement with the involved institution or company are volunteer, therefore do not bind them, and usually the results are quite dissapointing.

### Recomendations:

- Don't leave the airport without the boarding card ( the bit of paper given in boarding)
- Don't give any original document to the airline company.
- When it's a question of contracted meals, taxis, or hotels, as a result of a cancellation, it's very important to prove that, with bills of every economical damage.
- Make the formal complaint to the company, always keeping a copy stamped by the company.
- Ask for a certificate of arrival time, the counter of the company at the time of arrival, so long as they can and the employees of the company provided.

If you have suffered a cancelled flight send us the electronic formulary that we supply next, and we'll offer a personalized answer as soon as possible.

Don't forget that our study is completely free and in the case is viable we'll carry out the process free of charge. **(Our fees will be a percentage amount from the compensation obtained, if you don't get any money, we don't either)**

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