

Air Suomi
Kirkkokatu 20
Helsinki
Finland

Jan Vesel
Slovenska 31
Koper 6000
Slovenija

Dear sir or madam.

I would like to provide a formal complaint about the service I was provided with while using your airline, Air Suomi on the 15th of January.

I had booked a flight - AS 578, going from Helsinki to Ljubljana on which was delayed for three hours.

Firstly, this made me late for my late mother's funeral which made me and all my family members very upset.

Secondly, most of the employees made a very bad impression, seemed untrained to handle such situations and were overall very rude, not to mention the fact that my luggage, which contained some very personal and sentimental personal belongings, got lost in the transit and was flown on another plane to Turkey of all places!

And on top of that, the - so called - compensation was very bad and disappointing as the lunch included potatoes that were overcooked and the meat was so so raw that I was surprised it did not jump off the plate and start running around the place.

I would like to request a partial, if not full, refund.

Yours faithfully,
Jan Vesel