**Complaint Investigation Form**

Lead passenger name:

Lead passenger email address:

What time did you arrive at Dublin Airport (into the terminal or into a queue for entering the terminals)?

Provide a brief description of you and what you were wearing on the day in question and of those, if any, in your travelling party (this will be used for CCTV review if required):

*If travel was rebooked:*

Date of rebooked travel: Rebooked flight number:

Yes

Do you have travel insurance?

No

If yes, can you please confirm whether you have pursued a claim with your insurer in relation to this incident?

**Please note that any out-of-pocket expenses will need to be substantiated with receipts and returned with this form to** [**customerexperience@dublinairport.com**](mailto:customerexperience@dublinairport.com)

Original date of travel: Original flight number:

Passenger name(s):