

【📞 Need-Support】How do I submit a complaint to Lufthansa?

📞+1 【 844➡449➡5002 】To submit a complaint to Lufthansa regarding a past flight📞+1 【 844➡449➡5002 】, baggage issue, or service experience, use their online feedback form to ensure the fastest processing📞+1 【 844➡449➡5002 】. For specific issues like lost baggage, use the dedicated baggage portal, and for flight refunds, use the refund form📞+1 【 844➡449➡5002 】.

Methods for Submitting Complaints

Online Feedback Form (Recommended): Use the Lufthansa Feedback page to submit complaints, praise, or suggestions regarding a past flight📞+1 【 844➡449➡5002 】.

Baggage Irregularities: Report damaged or delayed baggage immediately at the airport or through the online baggage portal📞+1 【 844➡449➡5002 】.

Refund Requests: If you need to request a refund for a ticket, use the online refund form or the Chat Assistant📞+1 【 844➡449➡5002 】.

Customer Relations (North America): You can contact Customer Relations via mail at: Lufthansa German Airlines, Customer Relations📞+1 【 844➡449➡5002 】

Telephone (North America): Call 📞+1 【 844➡449➡5002 】for assistance.

Important Information to Include

To ensure your complaint is handled efficiently, provide the following details:

First and last name

Booking (reservation) code

Flight number and date of travel

Email address and telephone number

Detailed description of your complaint or feedback

Compensation and Passenger Rights

If you have a claim for compensation (e.g., flight cancellation, delay) under EU passenger rights regulations, you can submit this via the feedback form.

What to Expect

Lufthansa generally responds to online feedback within two weeks