**Complaint Letter:**

Erica Friedman

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March 10th, 2019

easyJet Airline Company Ltd.

Hangar 89, London Luton Airport

Luton, Bedfordshire, LU2 9PF

United Kingdom

Attention: Customer Complaints Department

Subject: Disappointing Boarding Service at Luton

easyJet is known as one of Europe’s leading low-cost airlines. In recent years, my family has flown easyJet on numerous occasions; we were always pleased with the service. Unfortunately, our experience with a recent flight left us shocked and disappointed.

We were scheduled to fly on February 4th, 2019 (flight U2 2085) from London’s Luton Airport to Israel’s Ben Gurion Airport. Me, my husband, and our three children (ages 3-10), arrived three hours before the flight, checked-in, and passed security. When the gate opened, we quickly arrived at the gate to find a long line-up. When we arrived at the front of the line, we, along with other passengers, were told by an easyJet representative that we were unable to bring any carry-on bags on the flight. We each had one carry-on, well within easyJet’s specified dimensions. When we asked for an explanation, we were told in an unfriendly and curt tone that there was no room, and that “if you have a problem, you don’t have to board the plane”.

We were then told that easyJet doesn’t guarantee carry-ons and that next time, “you should check the small print”. One easyJet employee said, “If you have a problem, you shouldn’t fly low cost airlines. That’s why I don’t fly easyJet”. I told her that I was surprised that she was speaking to us in this way, she responded that she doesn’t “get paid enough for this”, and, “I can kick you off the plane”. She then ‘punished us’ by making us wait until everyone else boarded the plane. Our three children stood crying at the side until a grounds crew person said “get moving, or you wouldn’t be getting on the plane”.

Weeks later, we remain upset and shocked. easyJet’s website does not state any policy about not guaranteeing carry-ons. In fact, the policy is “if you would like to avoid having your bag checked in the event there is no space in the overhead bins, the maximum size should be reduced to 50 x 40 x 20 cm”. Two of our bags would have met this specification.

I recommend clarifying your carry-on luggage policy with your boarding and check-in staff; and, clearly posting this policy for customers on your website, at check-in, and by the line-up to board the flight.

On past easyJet flights, we have checked some of our carry-ons during check-in, happily paying the extra fees. This service is not available at Luton, where check-in is fully automated. Nor is there anyone checking that passengers are abiding by carry-on limits. The addition of this service, that is available at all other airports where we have flown easyJet, would minimalize overhead bin crowding, and greatly increase customer comfort and satisfaction.

In a competitive market, customer satisfaction is of utmost importance. Communicating company policy in a friendly and courteous manner, would bolster customer satisfaction. We have enjoyed flying easyJet on previous occasions. We hope that easyJet will show us that we are valued customers by offering a 20% discount on our next flight to the United Kingdom.

I would appreciate a response by the end of this month.

Yours truly,

Erica Friedman

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**Adjustment Letter:**

easyJet Airline Company Ltd.

Hangar 89, London Luton Airport

Luton, Bedfordshire, LU2 9PF

United Kingdom

March 30th, 2019

Erica Friedman

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Dear Ms. Friedman,

Thank you for your letter dated March 10th, 2019. We regret the inconvenience that you and your family experienced on February 4th, 2019, when traveling from London’s Luton Airport to Israel’s Ben Gurion Airport (flight U2 2085). easyJet values customer satisfaction; your feedback and suggestions are appreciated.

We understand that the carry-on policy was not properly communicated. Your suggestions for clarifying our policy on our website, at check-in, and boarding, have been forwarded to management. Management will review the stated policy and revise it, as needed.

easyJet employees undergo extensive training, including in communicating with customers. Employees are expected to treat customers with respect, and use a friendly tone. However, stressful situations can develop, particularly during boarding; we train staff to maintain composure at these moments. We regret that in this situation, this was not the case.

easyJet’s policy, as stated on our website, is to provide discounts and refunds only on flights that are delayed for more than three hours or cancelled. In the case of your flight, we are unable to give a discount. Instead, easyJet would like to offer you a $50 U.S. gift certificate (enclosed) that can be redeemed for food or duty-free products on any easyJet flight.

We hope that you will decide to fly with us again soon.

Sincerely,

Wade Johnson

Manager, Customer Services

Encl. Gift Certificate