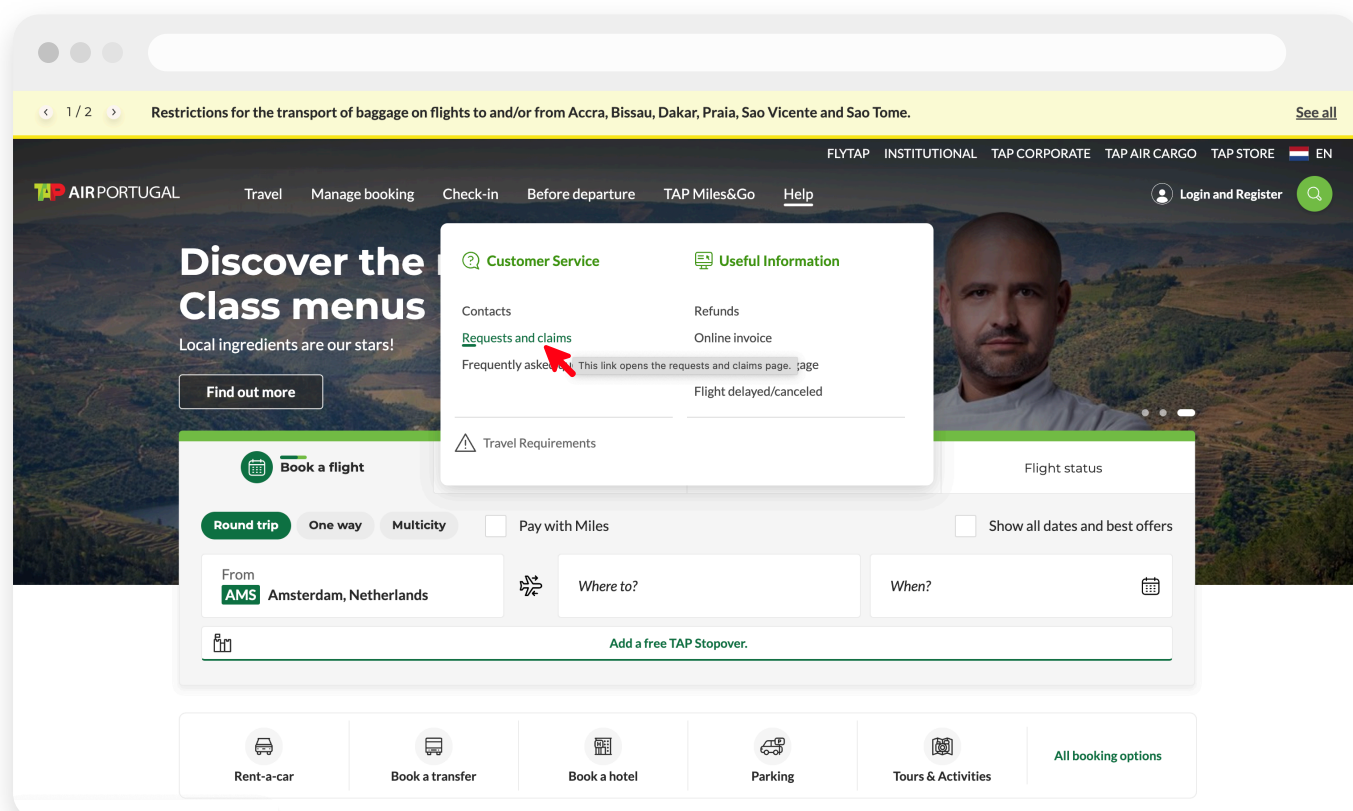


FlyTAP – Requests and claims

How to make a complaint

To make a complaint and contact us regarding an unsatisfactory experience, just follow our step-by-step guide to filing a complaint on our website.

While browsing the site (www.flytap.com), you can click the **Help** menu, in the upper right part of your screen, and then the option **Requests and claims**.



The path to arrive at the Requests and claims page.

You will reach the **Requests and claims** page. You will have **3** options: request information about the TAP Miles&Go Programme, leave us a suggestion or a compliment and submit a Complaint. If you wish to submit a Complaint, click **Complaints** and then **Next**.

Requests and claims

Send us your information requests, praise, suggestions or complaints.

If something went wrong with your flight, [see here](#) how to make a complaint. You may be entitled to compensation or assistance as described in our [transport conditions](#). All you need to do is [fill out the webform](#) or send us [an email](#).

1 SUBJECT 2 DESCRIPTION 3 DETAILS AND CONTACTS 4 CONFIRM AND SEND

Select the reason for contacting us

Information and TAP Miles&Go requests
Select this option if you have any queries or concerns about the TAP Miles&Go Programme.

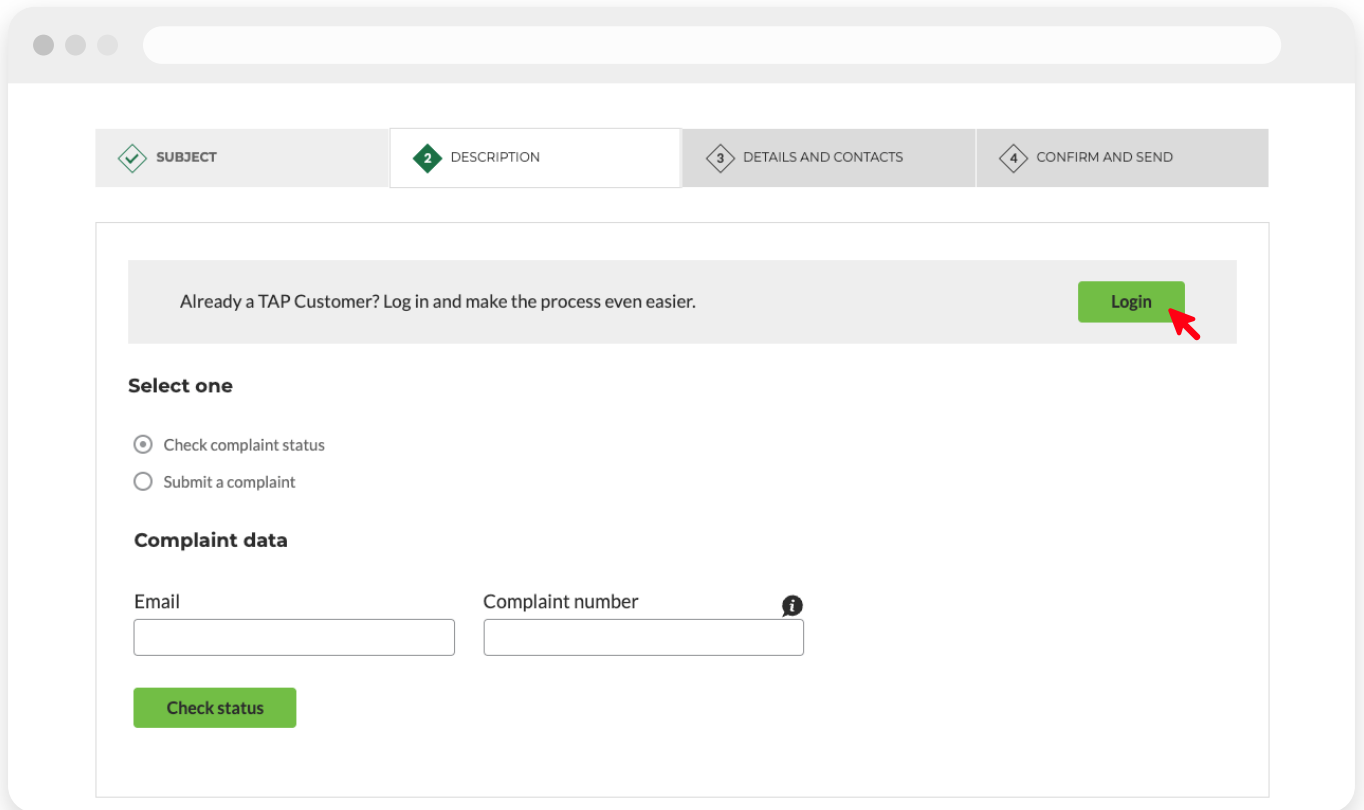
Suggestions or praise
Share your suggestions and good experiences.

Complaints
Have you any issues that need to be solved? Let us know how we can help you.

Next

The Requests and claims page's initial view showing the 'Complaints' option selected.

If you are a TAP Customer/TAP Miles&Go Customer but are not logged in, we suggest you **log in to your account**. By doing this, the whole process will be simpler, faster, and much of your data will be automatically filled.



1 SUBJECT

2 DESCRIPTION

3 DETAILS AND CONTACTS

4 CONFIRM AND SEND

Already a TAP Customer? Log in and make the process even easier. [Login](#)

Select one

Check complaint status

Submit a complaint

Complaint data

Email

Complaint number

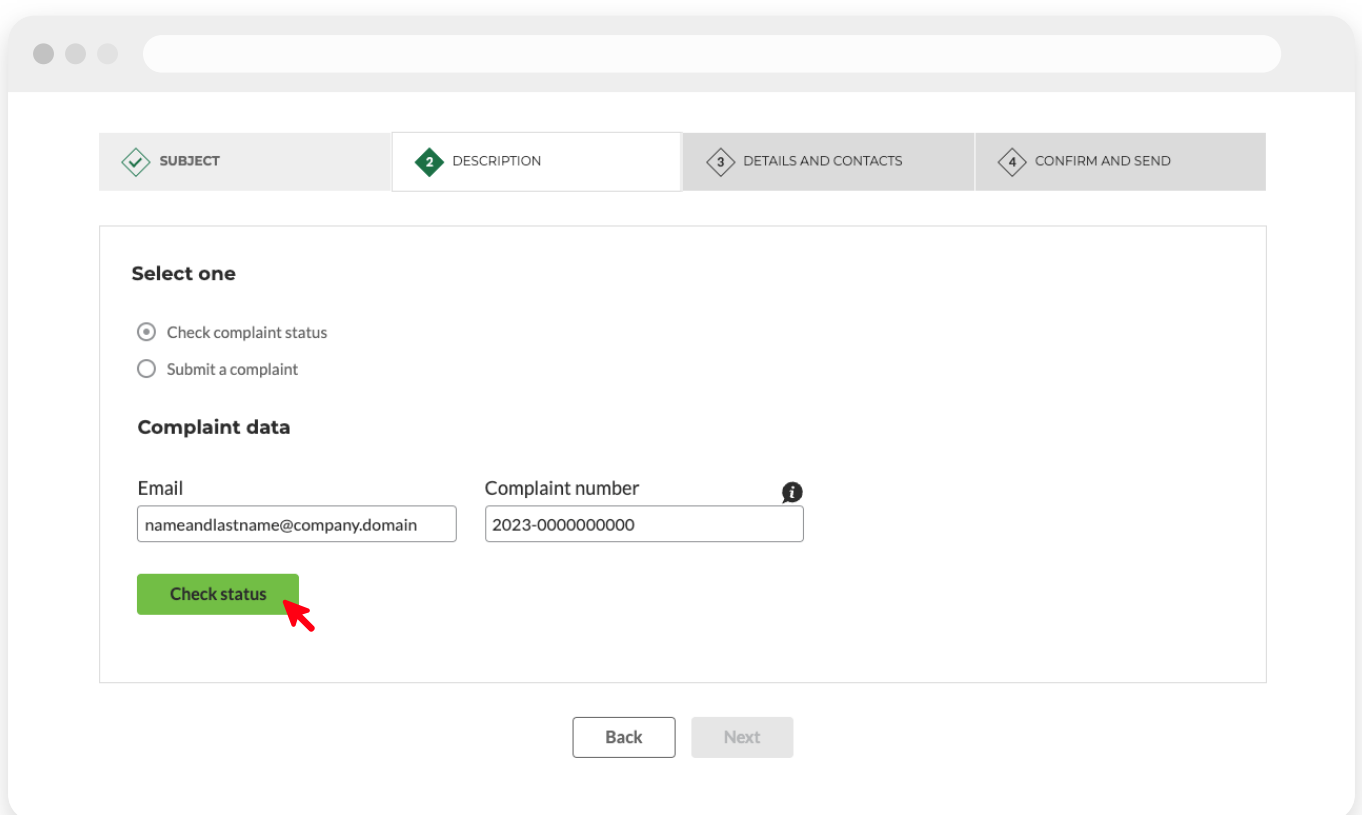
[Check status](#)

By clicking 'Login', you can file a complaint through your own account.

If you are not a TAP Customer yet, you can register at <https://www.flytap.com/sign-up>, or file a complaint without logging in.

At the Complaints form, in the **Description** step, choose one of two options:

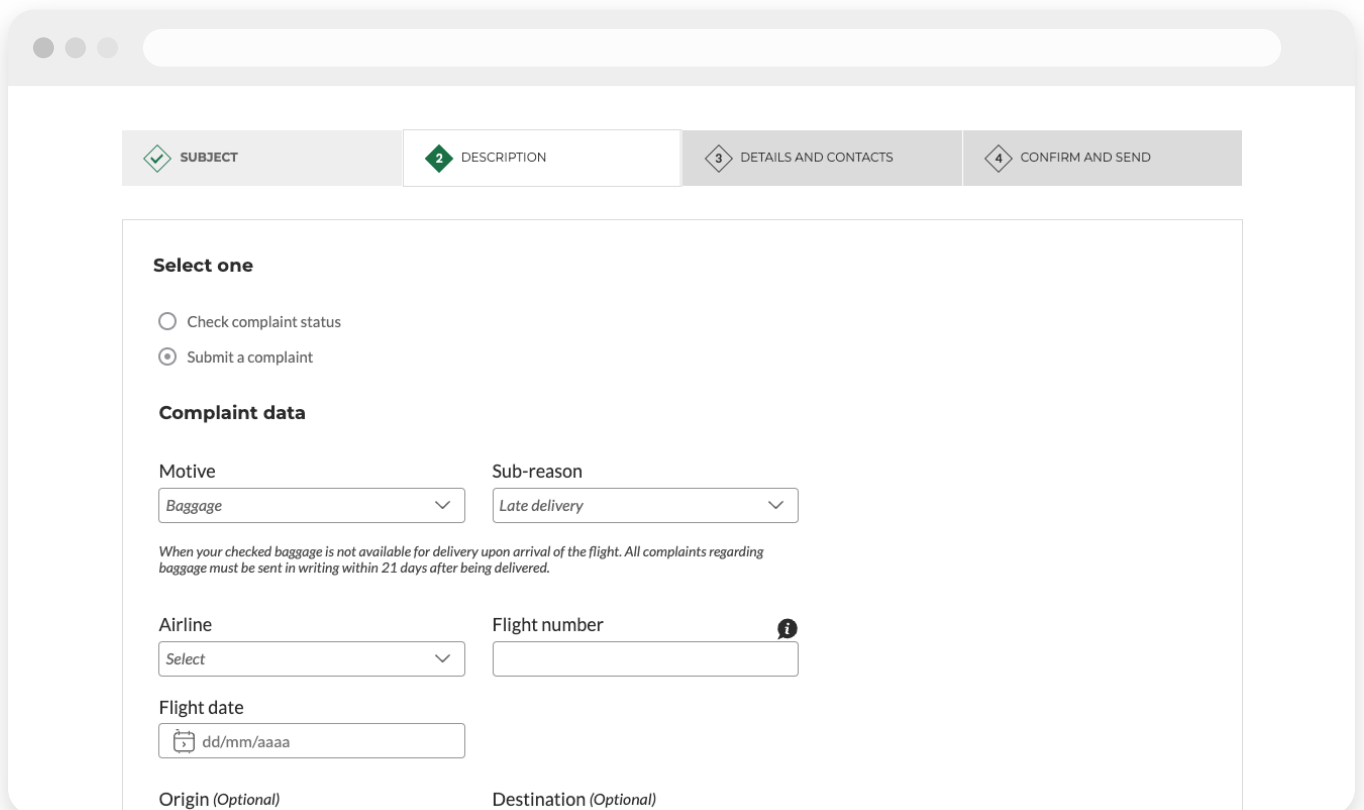
1. Check complaint status – If you wish to check the status of a complaint, you must fill in the corresponding fields (email and complaint number) and click **Check status**. This will give you information about the complaint's status.



The screenshot shows a web browser window displaying the 'Description' step of a complaint form. The form is divided into four steps: 1. SUBJECT, 2. DESCRIPTION (current step), 3. DETAILS AND CONTACTS, and 4. CONFIRM AND SEND. Under the 'Select one' section, the 'Check complaint status' option is selected. Below this, the 'Complaint data' section contains two input fields: 'Email' with the placeholder 'nameandlastname@company.domain' and 'Complaint number' with the value '2023-0000000000'. A green 'Check status' button is highlighted with a red arrow. At the bottom of the form, there are 'Back' and 'Next' buttons.

To check the status of a previous complaint, you just need to enter some data.

2. Submit a new complaint – you must start by selecting the motive of your complaint and, if applicable, a sub-reason. Afterwards, enter all the necessary data. All fields are mandatory, except when specifically marked as '(Optional)'. After finishing filling of all the data related to your complaint at the 'Description' step, proceed by clicking **Next**.



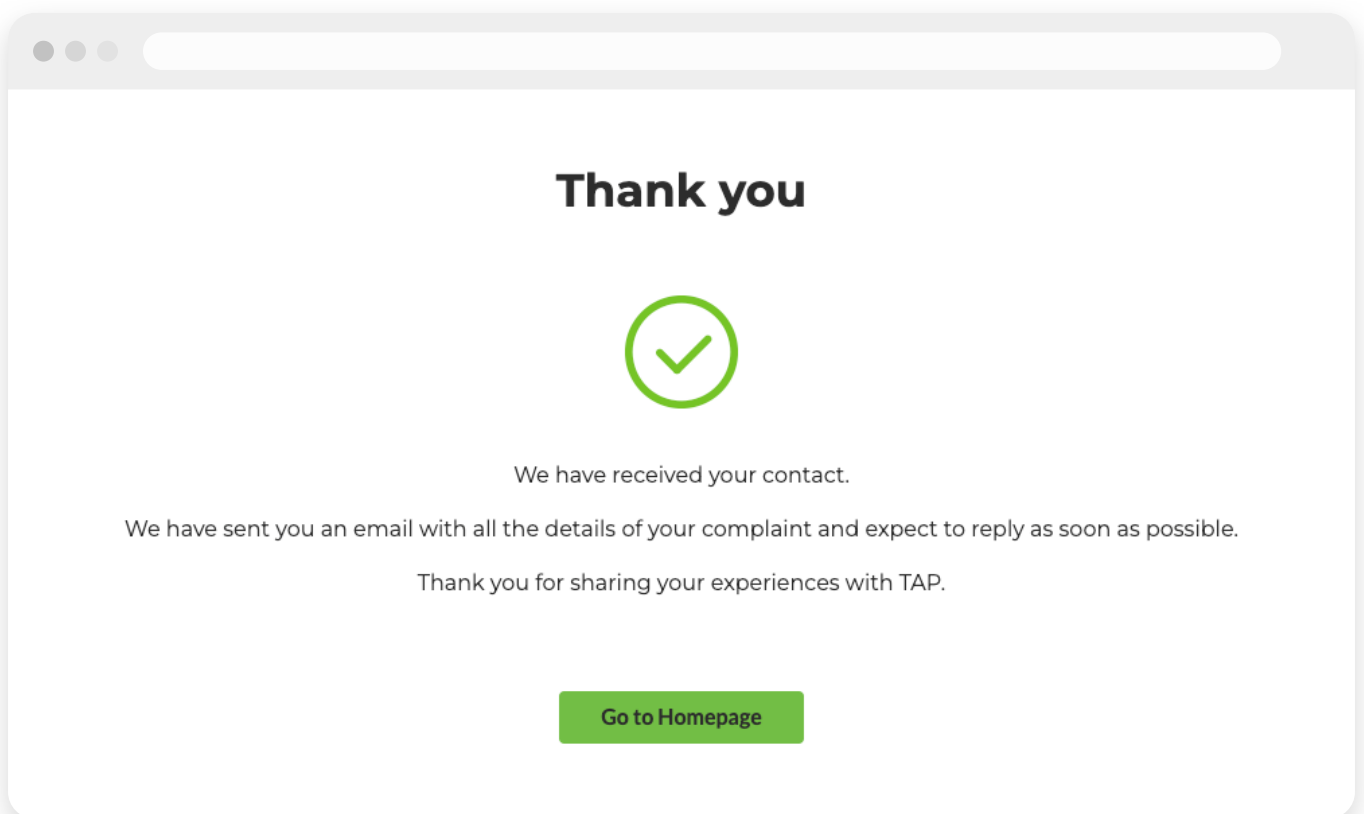
The screenshot shows a web browser window displaying the 'DESCRIPTION' step of a complaint submission process. The progress bar at the top indicates four steps: 1. SUBJECT, 2. DESCRIPTION (current step), 3. DETAILS AND CONTACTS, and 4. CONFIRM AND SEND. The main content area is titled 'Select one' and contains two radio buttons: 'Check complaint status' (unselected) and 'Submit a complaint' (selected). Below this is the 'Complaint data' section, which includes several input fields: 'Motive' (dropdown menu with 'Baggage' selected), 'Sub-reason' (dropdown menu with 'Late delivery' selected), 'Airline' (dropdown menu with 'Select' selected), 'Flight number' (text input field with an information icon), 'Flight date' (calendar icon and text input field with 'dd/mm/aaaa' placeholder), 'Origin (Optional)' (text input field), and 'Destination (Optional)' (text input field). A note below the 'Motive' and 'Sub-reason' fields states: 'When your checked baggage is not available for delivery upon arrival of the flight. All complaints regarding baggage must be sent in writing within 21 days after being delivered.'

Example of a complaint with a motive and sub-reason selected.

You will reach the step **Details and contacts**, where you must enter your personal data and contact details and click **Next**.

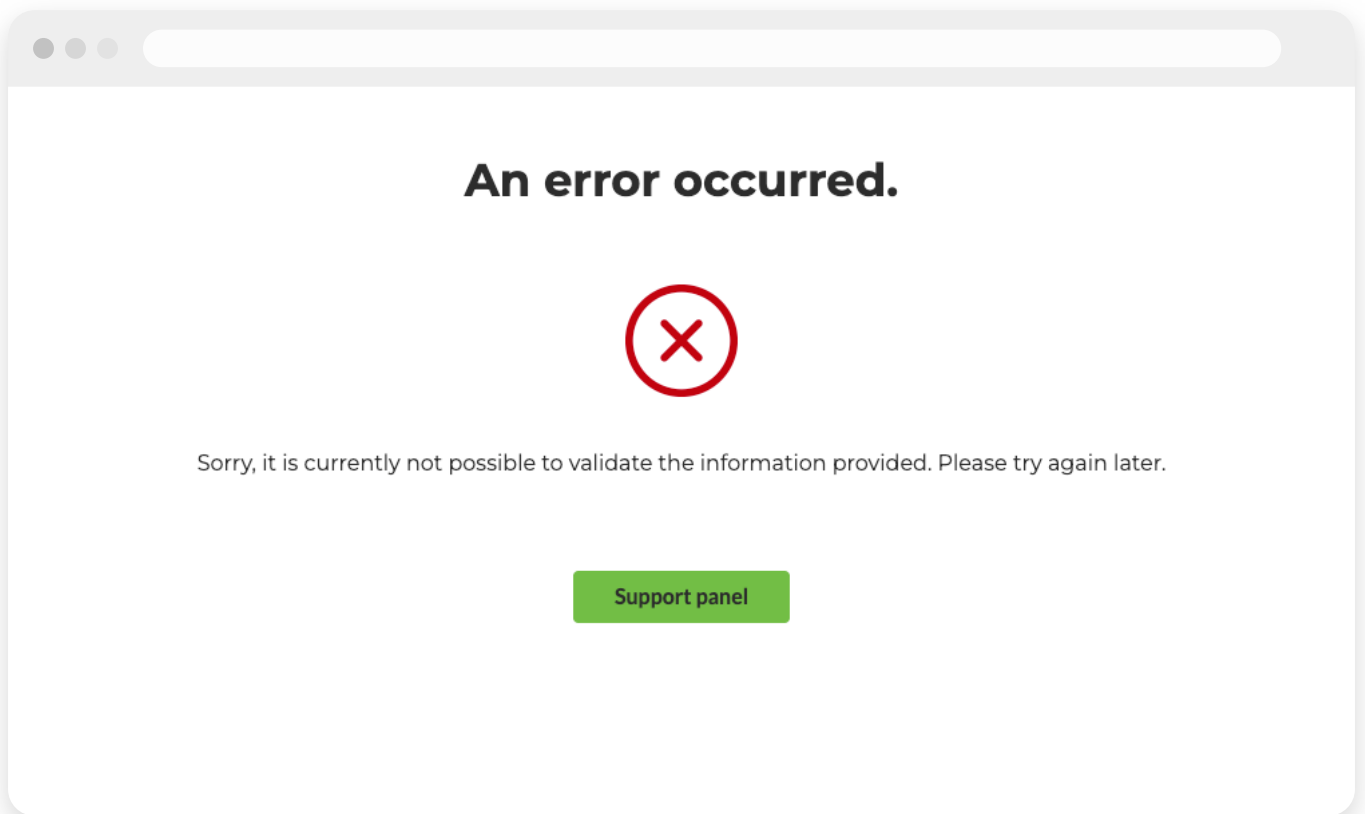
In the fourth and final step, **Confirm and send**, you will be asked to review the information you have provided in the previous steps. If all the information is correct, click **Send** to complete your complaint.

If the request is validated, you will see a success message and receive a confirmation email.



This screen confirms that the form has been successfully submitted.

If for any reason an error occurs while your data is being validated, you will see an error message with details on why your complaint has not been submitted.



This message informs you that the complaint form has not been successfully submitted.

Thank you for sharing your experience with us.
Your opinion is very important to us!