I am writing to inform you that I could not get on the flight from Tehran to Berlin on March 11, 2021 due to mismanagement at the airport. I would like you to rectify the issue and arrange my next flight on March 13, 2021.

I booked my flight with your airline 5 weeks ago and was scheduled to fly to Berlin from Imam Khomeini airport at 5:00 AM on 11th March. I reached the airport 4 hours prior to my flight and checked in my luggage after that. When I was ready to take my flight, an airport security personnel approached me and asked me to follow him to the security room for interrogation. I was quite scared by the sudden inquest because I’m not used to this kind of problems at all but I still tried to be as helpful as I could. However it was too late and the damage has already been made. I missed my flight in this process and due to this, my whole plan changed and I missed lots of appointments at Berlin. However I’m still at a high risk for losing my job at Berlin.

I would like you to rectify this unexpected investigation within your jurisdiction and book my flight on March 13, 2021 without imposing any new ticket price on me.

I look forward to hearing from you soon.

Yours sincerely.

Paneez Sakinejad