

## **Submitted to the Canadian Transportation Agency (Form submission)**

**Subject:** Consultation on proposed changes to strengthen the Air Passenger Protection Regulations

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I always write a complaint letter to the airline as I am advised to do, I give it 30 days, but they ignore me, or simply discount my experience with a generic email reply. I have never received a credit, or a recognition of what I had gone through including: damaged luggage, serious flight delays of more than 3 hours, or waiting for more than a hour for luggage, etc.

CTA lives in some alternate reality where it thinks that the airlines are compliant, or care about the passengers rights, but the airlines don't. They know CTA is incompetent, ineffective, thus the airlines just ignore any sort of regulation. For someone like myself, a passenger, I have no second option once the airline ignores me and ghosts my follow-up emails.

I need real enforcement and the airlines should get real penalties.