

Submitted to the Canadian Transportation Agency (Form submission)

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

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When the airline (Westjet) responds our claim, what is to stop them from denying all claims? As a consumer how do we know what the truth is on our cancelled or delayed flight. We hear often at the gates that it is a problem with crew? This seems to me to be nothing more than a scheduling issue and this is well with in their control. They could tell us otherwise and always declare it was out of their control, but the truth is other than weather and some mechanical issuesits their business to be "in control"our lives depend on it. They are not selling hamburgers and saying sorry we are out of fries...too bad? They are playing with lives, livelihoods and deadlines that people have to meet.