

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

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

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Currently, Air Canada does not have a mechanism for responding to the airline after an assessment of refund eligibility for flight delays within their control. The email they respond back through does not allow for replies. They should be providing information on how to get in contact with the airline regarding their decision and this should be a requirement by CTA. This would reduce the amount of individuals making claims to CATSA about airlines like Air Canada not honouring their obligations. Currently, airlines have 30 days to respond back to the claimant's correspondence after a decision has been made by the airline. This timeline doesn't kick in if there's no way for the claimant to contact the airline again.

CTA should align their standards with the European Union to ensure large airlines are fined for situations that are within their control but required for safety. Ultimately, standards and enforcement by CTA should aim to raise customer service standards instead of large airlines trying to skirt standards through other means (e.g. swapping planes because of excessive delay).

Further, CTA should provide a clear listing on their website of what is inside or outside the realm of control for an airline. Currently, there's only a listing of items outside of control. That is insufficient for an air passenger to know their rights.