

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

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

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No matter what process you put in place please be aware of the airlines' complaint processing practices. When I called the airline to complain I was shuffled between different offices, each one supposed to be able to help me. After a long hold time, each office would simply refer me to another office that was also a dead end. Possible designed to discourage following up on complaints?