

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

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

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**Date:** 2023-07-27

It is imperative that there are consequences for airlines that initially deny a valid passenger claim that forces a passenger to lodge a complaint. If \$2500 in luggage compensation or hotels were to be provided, the airlines must pay at least \$1000 in additional fines to the complaint board and an additional 25%-50% in compensation to the passenger. This will allow the government to staff up and process claims quickly and efficiently.

Compensation guidelines should also be posted in large format at every departure gate. This will allow the customer additional compensation for unfairly being denied.

Compensation models must be equal for every airline - no small or large airline. It must also apply to all carriers operating to and/or from a Canadian Airport.

Implementing only one of these is not an option; it needs to be everything.