

Contact Type

Contact Type: **Airline/Industry**

Organization Name: **All Nippon Airways**

Contact Information

First name: **Elena**

Last name: **ChaeSattler**

Comments

Feedback: There are times when the customer themselves do not know where to submit the complaint, and in such cases we believe CTA should be the middle person navigating to the right airlines. However, there were some instances where the complaint was forwarded to our airline despite having nothing to do with the claim itself, and hope in such cases the fees will not be imposed.

Also, if there is no charge implied to the complaining customers, it's a little concerning and unfair that these fees will be left and right imposed to the airlines only and personally feel like there should be a reasonable fee where the complainant should pay as well so they can be certain prior to submitting their claims based on their beliefs.

Upload files

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