

Contact Type

Contact Type: **Airline/Industry**

Organization Name: **Philippine Airlines, Inc.**

Contact Information

First name: **Larcy Grace**

Last name: **Zorilla**

Comments

Feedback: We are writing to express Philippine Airlines, Inc.'s support for the position articulated by the International Air Transport Association (IATA) regarding the proposed Air Travel Complaints Fee outlined by the Canadian Transportation Agency (CTA).

As IATA has highlighted, the proposed fee of CAD 790 per eligible complaint is excessive and does not necessarily correspond with the actual costs associated with processing complaints. This fee essentially coerces airlines into settling claims regardless of merit, raising significant concerns regarding fairness and due process. IATA's analysis also raised concerns regarding disproportionate cost burden on airlines, particularly when compared to compensation and complaint processing fees in other jurisdictions. Moreover, the absence of a fee for consumers encourages frivolous claims, undermining the integrity of the complaints process and further exacerbating existing backlogs of the CTA.

In light of these concerns, Philippine Airlines most humbly requests for a more balanced approach to complaint handling where all stakeholders have shared responsibilities to ensure an efficient complaints resolution mechanism. This includes the imposition of modest fees for consumers and reasonable penalties based on actual administrative costs. We believe that these proposed changes will create a fairer system that benefits all stakeholders involved.

Thank you for allowing us to opportunity to provide our position on this important matter.

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