

## Contact Type

Contact Type: **Airline/Industry**

Organization Name: **Qatar Airways**

## Contact Information

First name: **Rencie**

Last name: **Silva**

## Comments

**Feedback: In Europe and the States, NEBs (National Enforcement Bodies), CAAs and Consumer Protection agencies are generally not enforcing charges when handling consumer complaints. Some ADRs (alternate dispute resolution agencies) charge below USD200/- with a minimum one time membership fee for a period of time. While we understand that there may be a need to charge a fee in the handling of passenger complaints, the fee of CAD790 seems exorbitant. It is also unclear whether the airline will be charged for cases which are concluded in their favor or handled properly before they were escalated to CTA. You must also consider to lengthen the time the airline could provide response/defense considering that we will be levied a fee for its handling.**

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