

Contact Type

Contact Type: **Airline/Industry**

Organization Name: **Royal Jordanian Airlines**

Contact Information

First name: **Hanan**

Last name: **Izmiqna**

Comments

Feedback: **Good day,**

We appreciate the CTA's efforts in ensuring a fair process for handling complaints but would encourage further discussion on the fee amount or the proposal.

While we understand the need to cover administrative costs associated with processing complaints, a fixed fee of CAD 790 could impose a significant financial burden on airlines. This fee might not be proportional to the complexity or merit of individual complaints, leading to a disproportionate cost on airlines.

As airlines may need to absorb these fees, there is a risk that the cost will ultimately be passed on to consumers in the form of higher fares. This is counterproductive to maintaining competitive pricing and passenger satisfaction.

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