

## Contact Type

Contact Type: **Passenger/Consumer**

## Contact Information

First name: **Barbara**

Last name: **Watson**

## Comments

**Feedback: This proposal will result in higher airfares to passengers without reducing complaints. Just another user tax on passengers. The complaint process is too formal and therefore too costly and too time consuming. Simplify the complaint process and if either party is unhappy with the outcome, open the process to permit either party to go to small claims court.**

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