

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **Brad**

Last name: **Erickson**

Comments

Feedback: When airlines deny compensation passengers are correct not give them the benefit of the doubt. The public records are currently a little more than half are decided are in the passengers favour so there is no indication that passengers are being frivolous in their complaints.

Two year wait times are absurd and only benefit the airlines attritioning out complaints. Charging them larger fees is the only way they don't automatically deny everything for "safety" or not in control. I do object to a fee being charged regardless of the outcome. The fee should be larger than \$790 for complaints where the airline was in the wrong. Airlines have all the information to know what does require compensation and what doesn't and a large fee when they are in the wrong will correct that behavior.

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