

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **David**

Last name: **Thomson**

Comments

Feedback: The idea of charging airlines \$790 for complaints resolved in favour of customer is brilliant. It should hopefully drive airlines to do more than delay and obfuscate. Profit drives decisions so there needs to be a fixed certain cost to drive behaviour in a direction favourable to customers. In the absence of true competition anyway.

Upload files

Your submission will be considered a public document and may be posted on the CTA website. Please do not put any personal or confidential information in free-form text boxes or attachments you submit.