

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **Irshad**

Last name: **Khan**

Comments

Feedback: I think this is a wonderful idea. Currently, airlines have no incentive to resolve customer issues because there is a backlog and it will take months or years to get a small settlement, plus with limited airlines there isn't much choice with who you fly. By making airlines pay for the arbitration it creates a cost to not solving customer issues and will encourage them to be more proactive as the fixed cost will become part of their accounting on any customer settlements. Please put this in place, I travel 15-20 times a year and I dont have issues often but when I do they are impossible to resolve, just getting someone on the phone to change a flight can be impossible.

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