

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **Kyle**

Last name: **Brown**

Comments

Feedback: This is long overdue and I am firmly in favour of this proposal. By making it not wholly cost inclusive I feel it strikes the balance between being toothless and overly punitive. The duopoly of airlines in Canada has let their service and care slip to such poor levels prompting such increased complaint numbers that this is required - we as consumers can't vote with our wallets for another option as there simply isn't one in most cases.

To the Airlines that say 'the onus is on the CTA to resolve complaints quicker': make your service 'less terrible' so people don't feel like their only final recourse is complaining to the CTA.

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