

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **Onil**

Last name: **Mowling**

Comments

Feedback: Hi there, as a consumer I understand the idea of receiving some money back from people making a complaint. Had the airline in question not broken their agreement to uphold the passenger bill of rights there would be no need to file a complaint. The airlines have created a victim and now you are proposing the victim to pay to have their complaint resolved when they have already been financially indisposed by the airline.

I believe the airline should be solely responsible for this fee. This would increase the incentive for airlines to compensate passengers who have had their rights breached or violated instead of making passengers fight to recover money owed by the airline.

Thank you for your consideration.

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