

## Contact Type

Contact Type: **Passenger/Consumer**

## Contact Information

First name: **Onil**

Last name: **Mowling**

## Comments

**Feedback: It makes abundance of sense to charge a fee in the hopes that additional the CTA can onboarded additional personnel to reduce the length of time it takes to process a complaint. The general public should not be funding the complaint process through public funds due to complaints arising from airline delays.**

**The CTA should ensure that the airlines do not pass the cost down to the travelling public.**

**Also, while the fee seems generally sound, it represents 75% of a possible award to a complainant should they have successful results (in the case of a 72+ hour delay within the airlines control. The fee in other possible awards may exceed the complainant award. The fee should be pro-rated (sliding scale) based on the nature of the complaint and the award requested.**

**With the proposed fee, hopefully the airlines will be more proactive in settling complaints and not hiding behind "delay out of the control of the airline".**

**Respectfully submitted,**

**Paul**

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.