

Contact Type

Contact Type: **Public**

Contact Information

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Comments

Feedback: I disagree with this cost recovery plan. The airlines already pay their own customer relations staff to respond to customer complaints. They should not also have to bear the cost of the government employees. I cannot think of any company that has to both employ it's own staff to resolve complaints and then also pay for the governments' staff for the same job - to review customer complaints. That is absurd. Furthermore, customers already routinely 'threaten' the airline that they will just file a complaint with the CTA if they do not get what they want. There is never a penalty to the customer. Only the airline. Although the CTA claims to weed out vexatious complaints, the airline still had the initial burden to deal with these at the first stage. When there is no penalty to a customer they can, and will, continue to make claims, which only burden everyone else. It was the government that decided to introduce the APPR, not the airlines. If the government is having trouble coping with their own plans, I don't see why it should be a financial burden to the airlines. If government wants to regulate, it should come from taxpayers, just like any other government regulations. Finally, the CTA really should be looking at all the other agencies that continue to disrupt customer's journeys. Examples: CBSA, US CBP, Nav Canada, CATSA, airport authorities, etc. They still cause travel disruptions for customers yet never pay a penalty. Only the airlines. It's not really fair at all.

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