

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **Tomas**

Last name: **Rodriguez**

Comments

Feedback: I support the fee that would be imposed on the airlines for complaints that make it to the resolution stage. I believe that airlines are now counting on the backlog being so large that the CTA doesn't get to many of them. My feeling is that airlines should be responsible for the pay due to bad customer service and no government should have to pay for corporate negligence. I myself have a complaint from 2022 that is far from being resolved and I plan to ask for everything that I am due. Why a government agency should have to pay for an airline's bad behavior is beyond me. I fully support that fee.

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.