

## Contact Type

Contact Type: **Passenger/Consumer**

## Contact Information

First name: **Uwe**

Last name: **Goehl**

## Comments

**Feedback: I am writing as a consumer and taxpayer to express my support of the cost recovery proposal.**

**I believe the criteria that a complaint will be subjected to prior to the fee being assessed is rigorous and roots out frivolous complaints.**

**It is unfortunate that the state of service in Canadian air travel has risen to the level that tens of thousands of consumers feel that they have to bring their grievances to the arbitration of the federal government or a court of law. I believe that the CTC has an important role to play in ensuring justice in these matters, but it also comes at great financial cost. As a taxpayer, I strongly feel that this cost burden of arbitration should not be borne by all Canadians.**

**It is my hope that this cost will also incentivize the airlines to improve service and resolve consumer disputes before they feel that the only resort is to bring the matter to the CTC.**

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