

Published name

Verity

Short comment


We desperately need a dedicated complaints and escalation process, with an independent customer advocate/ombudsman. Similar to banks where the complaints processes need to be clearly communicated, responded to within a timely manner, and customer advised of their right to escalate to AFCA.


I called Qantas over 50 times and spent more than 40hrs on the phone trying to resolve a booking mistake they made. There was no complaints line I could call, and emails sent via the feedback form were ignored. They tried to charge me to 'resolve' this issue, which did not fix the issue and led to my flights being cancelled and/or the booking date moved to the date I called instead of the original/requested date.

They had to rebook 3 times before they were able to spell our names correctly (w are both frequent flyer members so our full names were visible), changed our route/class of flights and didn't inform us of significant flight changes. Most of the written complaints I made were not responded to, and those that were did not provide any assistance and no option to escalate was given there or on their site.


When I raised with the Airline Customer Advocate it was 6 months before they took action - closing my complaint without discussing or confirming with me, because Qantas told them to close it. I found out in September when I went to the website to track my case. I've tried to have it reviewed/reopened but still have not received a response from the Advocate.


SUN
16
JUL

 Bangalore to Tokyo (Narita)
Departs at 02:05


[→ VIEW / MANAGE](#) 


MON
17
JUL

 Tokyo (Haneda) to Melbourne
Departs at 21:05 from
Terminal 3

[→ VIEW / MANAGE](#) 


TUE
18
JUL


 Tokyo (Haneda) to Melbourne
Departs at 21:05 from
Terminal 3

[→ VIEW / MANAGE](#) 


Your trips


SAT 18 MAR

 Bangalore to Tokyo (Narita)
Departs at 02:05


[→ VIEW / MANAGE](#) 


SAT 18 MAR






 Helsinki to Amsterdam
Departs at 16:00

[→ VIEW / MANAGE](#) 



SAT 18 MAR


 London (Heathrow) to Bangalore
Departs at 14:15 from Terminal 5



[→ VIEW / MANAGE](#) 


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Passengers

 Verity 

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