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Sent: Thursday, 3 October 2024 9:33 AM
To: aviationconsumer
Subject: submission to: Establishing the Aviation Industry Ombuds Scheme [SEC=OFFICIAL]

Submitted on 3 October 2024

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Jack [REDACTED]

Short comment

I commend the initiative in the White Paper to introduce an Aviation Industry Ombuds Scheme. While enhancing refund rights for cancelled flights is a positive step, I feel the White Paper neglects a vital concern expressed by many consumers during the Aviation Green Paper consultations: the pressing need for a comprehensive compensation framework.

Refunds alone fall short of addressing the significant out-of-pocket expenses that passengers face when stranded, including last-minute flight arrangements, accommodation, and lost wages.

To better protect consumers, airlines should be obligated to provide compensation automatically for cancellations or delays that surpass a specified threshold, rather than waiting for passengers to initiate complaints. This proactive approach would enhance accountability for airlines and relieve the burden on consumers seeking resolution.

Step 2: Contact details

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Consultation name

Establishing the Aviation Industry Ombuds Scheme