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Sent: Tuesday, 15 October 2024 11:26 AM
To: aviationconsumer
Subject: submission to: Establishing the Aviation Industry Ombuds Scheme [SEC=OFFICIAL]
Attachments: velocity-frequent-flyer-reward-program.docx
Categories: Unactioned

Submitted on 15 October 2024

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Sonja [REDACTED]

Short comment

The use of airline customer service portals delivers generic information that never answers the question posed. Customer service personnel do not have the authority to fix any customer complaint but have a "sorry for the inconvenience speak" down pat. The ability to dismiss complaints appears more important than fixing issues. The attitude makes customers frustrated and because there's no higher authority (you can't get to anyone more senior to resolve an issue) the airlines rely on people 'going away' dissatisfied.

I lost my hard earned points because Virgin did not send me a notification of a change in Terms and Conditions. Their verbal response and reason to me for not receiving notice of a material change to the program was because I ticked a box for no marketing material. I pointed out the difference between marketing and Terms and Conditions and got a generic answer saying - so sorry you feel that way, but it's your fault for not engaging with us. I then sent a detailed letter including all the references Virgin made to the inquiry into airline rewards system by the ACCC and received the exact same reply. Where to now. When complaints are blocked at the customer service level with no avenue of review then airlines can make adverse and unfair decisions because there is no way to escalate the complaint to someone who has authority.

Upload attachments

File uploads

- [velocity-frequent-flyer-reward-program.docx](#) (17.13 KB)

