



# Air Travel Complaint?



Contact us  
for assistance

The Air Travel  
Complaints  
Commissioner  
and the Canadian  
Transportation Agency

If you have tried resolving a complaint with an airline and are still unsatisfied, you can rest assured that there is a place you will be heard. The Canadian Transportation Agency and its Air Travel Complaints Commissioner are available to deal with complaints about your travel experiences.

## Your destination for air travel complaints

As the economic regulator of the air transportation industry in Canada, we administer the *Canada Transportation Act*. We aim to ensure that Canadian and foreign airlines meet their obligations under the law.

The Canadian airline industry has seen major changes, and therefore our role has become more important. That role includes handling consumer complaints, monitoring air fares and addressing violations of the Act in these and other areas:

### *Quality of Service*

If you have been unable to resolve an issue with your airline, you may bring your complaint to the Agency's Air Travel Complaints Commissioner. The Commissioner will try to resolve complaints on issues such as quality of service either directly with you and the airline or in cooperation with other parts of the Agency and other government bodies.

### *Terms and Conditions of Carriage*

Canadian and foreign air carriers must publish and make available the terms and conditions that apply to your flight and they must comply with them. For example, carriers must establish policies to address such concerns as lost baggage, involuntary denied boarding (bumping), and the transportation of persons with disabilities and minors.

These terms and conditions must be reasonable and not unduly discriminatory. If you think such terms and conditions were not met or are unreasonable, you can complain to the Agency.

### *Air Fares and Cargo Rates*

On routes within Canada served by only one carrier and its affiliates, we investigate complaints and monitor airline prices to determine that fares and rates are reasonable, and that carriers are offering an adequate range of fares and rates to travellers and shippers.

### *Accessible Transportation*

We resolve complaints and work to ensure that air carriers remove undue obstacles to the mobility of persons with disabilities.

## The Canadian Transportation Agency

### Your destination for air travel complaints

If you have tried resolving a complaint with an airline and are still unsatisfied, or if you would like more information on the Canadian Transportation Agency, please contact us. To help you in making your complaint, keep your flight documentation close at hand.

Write us, call us, or visit our Web site:

**The Canadian Transportation Agency**  
Ottawa, ON K1A 0N9

Call toll-free: 1-888-222-2592  
(Monday to Friday, 8 am to 8 pm, Eastern Time)

Toll-free TTY: 1-800-669-5575

Fax: (819) 953-5686

[www.cta.gc.ca](http://www.cta.gc.ca)