From:	Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts on behalf of infrastructure.noreply@govcms.gov.au
To:	aviationconsumer
Subject:	submission to: Aviation Consumer Protections – primary legislation [SEC=OFFICIAL]
Date:	Monday, 8 September 2025 5:09:31 PM

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Submitted on 8 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous
No

Private Submission
No

Published name
Jeremy

Short comment
The airline giants have called the shots for far too long and "however, consumer rights are only ever as strong as the complaints processes to enforce them. We're concerned the proposed aviation complaints body falls short compared with strong, independent ombuds schemes in other concentrated markets. Banks and telecommunications companies have to answer to an independent umpire and the airlines should too."
We deserve clear rights when flights don't go to plan, not a patchwork of airline policies."

Step 2: Contact details

First name
Jeremy

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Email notification
aviationconsumer@infrastructure.gov.au

Consultation name
Aviation Consumer Protections – primary legislation

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