

Complaint Letter

Eric Hsu
301 English Street
Vancouver, BC
V6L 1L1

Air Canada Customer Service
Runway Street
Vancouver, BC
V6C 3K8

March 13

Dear Air Canada Customer Service:

Air Canada has always been my number one go to airlines for traveling. I also enjoy your Aeroplan program which provides us some great discount when flying. My experience with Air Canada and its services has always been positive. However, I have some complaints from my recent flight to Moncton, New Brunswick when I took a group of young athletes (15 and under) with me. My team and I were traveling from Vancouver to Moncton for Canadian Junior National Badminton Tournament which is hosted only once a year. We were supposed to fly to Toronto and transfer to another plane to Moncton on March 8th, 2017. We got on board to AC123 on time and just as everything is going well, we were told that there were some minor technical issues with the computer system that need to be solved before taking off. We sat in the plane for another 2 hours before the captain declared that the flight was cancelled. One of our players got very sick sitting in the still plane and threw up 7 times within that two hours.

We knew that we would miss the transfer flight for sure as the next flight to Toronto was scheduled to take off another 2 hours later. Since our seats were in the back of the plane, we got off the plane later than the other and had to stand in the back of the line for the arrangement of our next flight. When we got to the service desk, we found out the next flight was fully booked and had to take the next one instead. Our transfer flight to Moncton was also rescheduled to the next morning at 5a.m., which means that the team would have to layover at the Toronto Airport for the flight. This trip made our athletes very tired as they were restless and could not get a good sleep for the whole day. I was very worried that this would affect their performance in the biggest tournament of the year.

I am very disappointed in how Air Canada handle the situation and did not consider for my athletes. I understand that cancelling a flight is sometime unavoidable but there must be a better way to rearrange our trip to make it not as uncomfortable. There was also no compromise either since we couldn't leave the airport to stay in the hotel. I hope you can listen to my feedback and make sure this will not happen again in the future.

Sincerely,

Eric Hsu

Adjustment Letter

Dipak Radovan
Air Canada Customer Service Manager
Runway Street
Vancouver, BC
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Eric Hsu
301 English Street
Vancouver, BC
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March 13

Dear Eric,

Thank you for flying with Air Canada. Your feedback has been received and reviewed by Air Canada Customer Service and we are sorry to hear your disturbed flight experience. As you mentioned in your previous email, some flight cancellation is unavoidable because your safety is our top priority. If there's any technical, mechanical or maintenance issues that cannot be resolved, the captains are instructed to cancel the flight to ensure everyone's safety. We apologize for the inconvenience that we might have caused and it was our fault for not identify the problem before you got on board.

Since the situation was not foreseen, our service desk might not have enough time to rearrange you the most optimal flight schedule at that moment as their priority was to get you to your next destination as soon as possible. Because of your connecting flight was scheduled to take off at 5:15am for the same reason above, our regulations didn't allow us to provide you and your team a hotel for the night. You and your athletes' flying information has been recorded and all of you will received a free upgrade to our top-notch business class chamber on your flights back to Vancouver (Moncton to Toronto & Toronto to Vancouver) as a compromise.

Thank you for your feedback and we will make some improvement on arranging your flights in the future. We hope you and your team have a good stay in Moncton and bring back some good news to B.C.

Sincerely,

Dipak Radovan
Air Canada Customer Service Manager