


Complaints - Is it Reasonable ???

Written by Administrator

Thursday, 04 February 2010 00:00 -

 I am writing to request for assistance in regards to Airasia company's decision for the cancellation of their route to Abu Dhabi. The Booking Reservation in question is 'QKTEEN' leaving Kuala Lumpur 7 Feb with a return flight on 27 Feb. I was contacted on Thursday, 28 Jan about AirAsia's route cancellation to Abu Dhabi starting on 22 Feb.

have been contacted by a customer representative that I will need to change both my departure and return dates to 8 Feb and 21 Feb, respectively. I find that it is unreasonable to be notified of these changes with only a week before my plans -- it does not leave me with enough time to change plans that have been made for three months. I have been in contact with xxxx xxxx in a few email exchanges but have been unable to reach a reasonable and satisfying solution.

My requests for a telephone number to speak directly with company representatives have gone unanswered and I have no alternative avenues for contacts at this point. I am writing in hopes that authorities in Malaysia will get in touch with me to work towards a more reasonable solution. I would like to know if there is a Consumer Complaint Team that has been specially formed to handle this matter (of their route cancellation) since it is an exception to their normal operations.

The communication with Ms. xxxxxxxx has been standard responses and I believe that this situation is unique and special and should be handled differently. While I understand that the route cancellation is due to commercial reasons the costs and problems should not be defrayed to me. I am sure their company has had some time to consider the closure of this route but leaving me with only one week to change my plans along with the provision of limited alternative options by their company is highly inconsiderate and unprofessional.

The issues they are dealing with internally should not inconvenience the plans that I have spent time and effort in researching. Please try to help me or tell me is there any other authorities in Malaysia can help me. Thanks a lot.

Status :

- Matter has been accelerated to Airasia for their view and action
- A carbon copied also has been sent to the Ministry Of Transport Higher Officers.

NCCC Advise:

- Generally you can complaint to NCCC
- If you specifically requesting for Authorities then the best will be Ministry Of Transport and Ministry Of Domestic Trade, Cooperatives and Consumerism

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