

Thank you for giving me the opportunity of making a submission in support of the “Pay on Delay” bill. I am currently overseas on holiday and only have a mobile phone to work with so my submission will not be detailed as much as I like.

I have used Singapore Airlines, Scoot Airlines, Cathay Pacific and Bangkok Airways so far on my journey. I have not had one delay, any lost baggage and can only describe the cabin crews as fantastic with no attitude problems that we witness when travelling on Australian based airlines. I believe if these airlines can do it then Australian based airlines should be able to do it. We are not a third world country but we get a third rate service.

I understand all our airlines have issues but it is with Qantas that my painful experiences have been, cancellations, delays, lost baggage and a call centre that is crap. Everything is done to avoid responsibility for any of their actions and they simply get away with it as most people just give up trying to talk to them.

Other businesses in Australia would be dragged through the coals if they acted in the same manner so why should airlines be allowed to operate the way they do?

As an individual I do not have the resources to data that the corporations have and the time that their paid legal and PR departments have but understand that this inquiry simply would not have happened except for a political party reading the almost universal dissatisfaction of the general public. Nor do I believe any particular political party is free of fault in letting the airlines getting away with what they have but it is the government of the day that can do something about it or be judged at the election for their failure to do so.

The political class is indeed fortunate to get complementary chairmanship lounge access and fly extensively on the public purse so one wonders of the will of these members to serve the people or serve themselves.

Although it is social media, one only has to look at the Facebook group “Qantas Customers Tips, Questions and Gripes” to get a feeling of how fed up the Australian travelling public is with Qantas, not to

mention Jetstar. There are a number of other Facebook groups where the same feeling is reflected.

If any further evidence of public dissatisfaction of the general public is needed then Joe Aston may be able to forward the column's he used to write when he worked at the AFR.

If indeed the parliament is filled with honourable members then it is about time they do the honourable thing by the people they serve.

Thank you for your time

Mark Stevenson