

Travel Tips – Complaints and Compliments

Compliments and complaints provide valuable feedback to operators about their services. TravelWatch therefore encourages passengers to provide feedback on services – good experiences as well as bad – and to follow up issues about which they have concerns.

The **Useful Information** section of www.travelwatch-isleofman.org gives links to operators' websites. Many queries can be progressed by referring to the FAQ (frequently asked questions) sections which some operators provide on their websites - but some specific contacts are listed at the bottom of this sheet.

Complaints should only be about significant problems. The first step with a complaint is to take it up with the operator concerned. Where possible take up problems at the time of travel but if this is not feasible passengers should write to, or e-mail, operators with all the details of the problem – accuracy is important - including the

- name of passenger(s)
- date and time of flight or sailing, including route and name of vessel or flight number/booking reference
- a brief description of the difficulty;
- what the passenger is seeking - for example an apology or compensation.
- if the complaint covers several different aspects of a journey each problem should be described.
- passengers are advised to keep copies of any communication they send to operators.
- passengers with travel insurance may wish to consider an insurance claim.

Airline & ferry passengers travelling between IOM and EU (including UK) are covered by EU passenger rights.

- **air passenger** rights see **CAA** website www.caa.co.uk/default.aspx?catid=2226
- **sea passengers** guidance is available from **ABTA** <http://tinyurl.com/l7kclet>

Claims must in all cases be made with the operator concerned (airline / airport / ferry company / terminal operator) but in the event of resolution not being achieved passengers may contact the **voluntary complaint handling body** for the country in which their journey started.

- In UK this would be **CAA** for air (see above) and **ABTA** consumer.affairs@abta.co.uk
- For journeys starting in IOM contact IOM Office of Fair Trading www.gov.im/oft/

Similar arrangements for complaints about a **train travel** exist in UK. Raise the problem with the operator first but if not satisfied contact **Passenger Focus** www.passengerfocus.org.uk/

In the **London area** the point of last resort for **all public transport** is **London TravelWatch** www.londontravelwatch.org.uk

Contacts for Complaints and Compliments:

- **IOM Airport**, Ballasalla, IM92AS admin@IOM-airport.com
- **Liverpool John Lennon Airport**, Liverpool L24 1YD customerservices@LiverpoolAirport.com.
- **Manchester Airport**, Manchester M90 1QX www.manchesterairport.co.uk/manweb.nsf/Content/ContactUs
- **London Gatwick Airport** feedback@gatwickairport.com
- **British Airways** www.britishairways.com/travel/contact-customer-relations/public/en_gb
- **Citywing Aviation Services**, Hangar 9, IOM Airport IM9 2AY customer.services@citywing.com
- **easyJet** Customer Service, Hangar 89, London Luton Airport, Luton, LU2 9PF, <http://support.easyjet.com/request.do?forward=contact>
- **Flybe** Customer Relations, PO Box 795, Exeter, EX1 9UL customer@flybe.com
- **IOM Steam Packet Co**, On-board Services, Imperial Buildings, Douglas, Isle of Man, IM1 2BY www.steam-packet.com/contactus

For **other airlines and airports** refer to their websites listed on

www.travelwatch-isleofman.org/air-information.html

Other useful contacts are listed on www.travelwatch-isleofman.org/useful-information.html