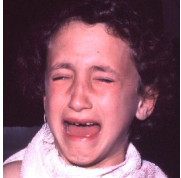


Sitting in the airport or inside a scheduled flight, we could face many problems. Not just the everyday glitches about weather delays, mixed up schedules and equipment repairs. But also those personal happenings that should have never happened to little old me.



For instance, I get bumped off my oversold flight. Or they seat a drunk next to me, but keep serving him drinks. A woman in the next row goes into labor, so how did they let her fly in that condition? Why is the bathroom in such terrible shape? I'm 83 years old, but they wouldn't let me board early, while the two desk clerks laughed at me.

Do you complain to the airport desk clerk or flight attendant? They may answer courteously and sound sympathetic, but it may not solve your problem or prevent it from happening next time to you or someone else. Not that there's a guarantee that your specific problem will be solved immediately or to your complete satisfaction, but your best bet for getting something done is to contact the US Department of Transportation agency that oversees air travel.

To talk with someone in authority, get your facts together clearly and concisely and call the Federal Aviation Administration: 1-866-TELL-FAA (1-866-835-5322). If you need specific information or instructions about your complaint, click in to:
http://www.faa.gov/passengers/travel_problems/consumer_hotline/

If you believe you were abused in any way, in physical danger from that boisterous drunk or observed other passengers behaving suspiciously, call: 1-866-289-9673. If you don't consider it an emergency, but would still need to report the facts about it, send an email to TSA-ContactCenter@dhs.gov. If you want additional information, go to <http://www.tsa.gov/travelers/customer/index.shtm>.

Your concerns about airline employees, service or other non-danger issues may be reported to the DOT's Aviation Consumer Protection Division. You can call 24 hours a day to 202-366-2220, or for hearing impaired at TTY 202-366-0511 to have your complaint recorded and registered. Representatives return calls Monday through Friday, from about 7:30 am to 5 pm Washington DC time.

Although by using snailmail you realistically couldn't expect a quick response to an ongoing

problem, but if you prefer to write a letter, send it to your Senator or Congressman or to:
Aviation Consumer Protection Division, C-75, DOT, 1200 New Jersey Ave, SE, Washington DC
20590.