



Sitting in the airport or aboard a scheduled flight, we could face many problems. Not just everyday glitches about weather delays, mixed-up schedules and equipment repairs.

Examples: You get bumped off an oversold flight. A drunk sits next to you, and keeps drinking until he becomes abusive and/or sick. A woman in the next row goes into labor, so why did they let her fly in that advanced condition? Why is the bathroom in such terrible shape? I'm in a wheelchair, but they wouldn't let me board early. When it happens, complain to the airport desk clerk or flight attendant. They'll answer courteously and sound sympathetic, but it may not solve the problem nor prevent it from happening again. One way to get effective action is to contact the US Department of Transportation.

If you believe you were personally abused, in physical danger or observed other passengers seriously misbehaving, call: 1-866-289-9673. If you don't consider it an emergency, but want to report facts, send an email to TSA-ContactCenter@dhs.gov. For additional info, go to 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 any time to 202-366-2220, or for hearing impaired at TTY 202-366-0511. Your complaint will be recorded and registered. Reps return calls Monday through Friday, from about 7:30 am to 5 pm, Washington DC time.

If you prefer to mail 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.