



I travel with cane and wheelchair. After a recent trip, the wheelchair came out of the baggage chute with broken wheels. I got in line to complain at the airline desk, but it was so busy I gave up and left the airport. What do I do now? *MLM, Denver CO*

A: Notify the airline with all the facts as soon as possible by email and/or phone. Further, register your complaint with the Department of Transportation online or written mail. The agency requires a written response by the airline to you and DOT.