Dear Legal Representative,

The CAA’s advice and handling of complaints to consumers is free of charge and we are mindful of the possibility that your clients may incur your fees in the event that we are not able to resolve their complaint to their satisfaction.

Consumers can deal directly with the CAA without incurring a fee and without a legal advisor. If your client wishes to contact the CAA’s Passenger Advice and Complaints Team (PACT) directly (with copies of all their correspondence with the airline), we will be pleased to see how or if we can be of help.

Alternatively, if your client would confirm that whilst PACT provide free advice and assistance without the need for a legal advisor, they wish to proceed through you, we will of course be happy to comply with their request.

Therefore, we have prepared a tear-off slip at the bottom of this letter that requires your client’s signature. You should forward a copy of this letter to your client so they can read itbefore they sign and return the slip**.** Receipt of the completed form will be taken as confirmation that your clients are aware they may deal direct with us without charge but have chosen to nominate you to act on their behalf.

Yours sincerely,

PACT

Passenger Advice and Complaints Team

Civil Aviation Authority

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I understand that the Civil Aviation Authority’s Passenger Advice and Complaints Team (PACT) will provide assistance and advice free of charge. I can deal direct with PACT to handle my complaint without incurring a fee. However I confirm I will be using **[insert company or solicitors name**] and authorise them to contact PACT for assistance with my complaint.

I/We [**passenger’s name**]…………………………authorise **[insert company or solicitor’s name**…………………................................................................... to contact for assistance with my complaint.

Signed………………………………………………………………………….…….

Date………………………..…………CAA Ref…………………………………….