

Rules and Conditions for Air Cargo Complaints Submission



الهيئة العامة للطيران المدني
General Authority of Civil Aviation

Introduction

To ensure smooth air cargo operations and protect the interests of all parties involved by applying fair compensation in cases of delay, damage, loss, or defect of goods, the General Authority of Civil Aviation's Air Cargo Customer Rights Protection Department has prepared these rules and conditions.

They aim to organize the complaint handling process for all parties benefiting from air cargo operations to/from Saudi Arabia, through procedures and instructions that guarantee the rights of all parties.

The air cargo complaint handling instructions clarify that the scope of application includes air cargo senders, whether individuals, companies, or entities wishing to send/receive their shipments by air from one city to another through a contract with a service provider from airlines or freight agencies. However, it does not include goods that are agreed to be shipped by air on a "door-to-door" basis.



Rules and Conditions for Air Cargo Complaints Submission

1. Service Provider Obligations

- Establish a customer complaints section with procedures approved by the General Authority of Civil Aviation.
- Publish complaint handling procedures on the service provider's website and at customer service offices clearly and prominently in both Arabic and English.

2. Customer Obligations

- Initially submit complaints to the service provider if the service is not provided as per the air cargo document.
- Complaints can be accepted by the Authority initially in cases requiring intervention as per its discretion.
- Complaints must be submitted within 60 days of the incident.

3. Complaint Submission Limitations

- A customer cannot submit the same complaint in different countries; otherwise, the complaint will be considered invalid.
- The service provider is responsible for proving the invalidity of duplicate complaints.

4. Service Provider Response Time

- The service provider must respond to the customer within 14 days of receiving the complaint.
- Complaints must be processed electronically, documenting all procedures from submission to closure.
- Complaints can be submitted via various means (electronically, phone, or in-person), and customers should not be restricted to one method.

5. Escalation to the Authority

- If the service provider fails to respond within the stipulated time, the customer can escalate the complaint to the General Authority of Civil Aviation.
- Customers must provide the complaint reference number or proof of receipt by the service provider.

6. Non-response Consideration

- If the service provider does not respond within 7 days of notification by the Authority, the complaint is considered correct.

7. Service Provider Compliance

- The service provider must implement the Authority's decision within 5 business days of notification.

8. Record Keeping

- The service provider must retain all complaint documents and related actions for at least 12 months after the complaint is closed.





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