

Checklist: Disability Air Travel Complaint Process



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1. Documenting the Issue

Describe what happened in detail.

Include the date, time, location, and flight number.

List the names or roles of staff involved (if known).

Take photos or videos if relevant.

Save any emails, messages, or receipts related to the incident.



2. Contacting the Airline

Visit the airline's website and locate their complaints or accessibility support page.

Submit a written complaint with all relevant details.

Request a reference number or confirmation of receipt.

Allow up to 30 days for a response.

Keep a copy of all correspondence.



3. Escalation to the Airline Customer Advocate (ACA)

If dissatisfied with the airline's response, visit the Australian Government's [Aviation Complaints website](#).

Complete the online complaint form.

Attach supporting documents (e.g. airline response, photos, medical letters).

Wait for the ACA to review and respond.



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4. Lodging a Complaint with the Australian Human Rights Commission (AHRC)

Visit the [Australian Human Rights Commission's complaints web page](#).

Select "Disability Discrimination" and complete the complaint form.

Include details of the incident and how it affected you.

Attach supporting documents.

You may be offered conciliation or legal advice.



5. Seeking Legal or Advocacy Support

Contact a formal individual advocacy organisation.

Seek legal advice if your complaint involves serious discrimination or harm.



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*This resource is part of the nationally codesigned **Rare Disease Disability Toolkit** and is accurate at the time of publishing (February 2026). For more information, see the **Navigating Air Travel with Rare Disease Disability guide**. The information provided does not necessarily represent the views of Rare Voices Australia (RVA) or imply endorsement. RVA is not liable for any loss, damage, or consequences arising from the use or misuse of this resource.*

