

Preparing a Formal Complaint

If an airline denies your rights under CAB smoking rules, you should prepare a formal complaint. A complaint can lead to a fine for the carrier, and it will help other non-smokers. In addition, you may seek personal compensation. A formal complaint should include the following information: (1) airline; (2) flight number; (3) cities of origin and destination; (4) date; (5) time; (6) seat number. Try to get the names of airline personnel involved and names and addresses of witnesses. Write all this down, with a brief statement of what happened, as soon as possible after the incident. Keep this record for use as evidence.

Please advise other passengers of their rights, and encourage them to file complaints about violations. Each person affected should prepare a separate complaint.

For a free complaint form and other materials, send a large, stamped, self-addressed envelope to ASH-CAB Complaint Form, P.O. Box 19556, Washington, DC 20006.

ASH ACTION ON SMOKING AND HEALTH
P.O. Box 19556 Washington, D.C. 20006 (202) 659-4310



This card is distributed free as a public service by Action on Smoking and Health, a national nonprofit legal-action organization fighting for the rights of nonsmokers.

ASH has prepared a variety of other educational materials, including reports on the effects of ambient tobacco smoke on nonsmokers; a summary of state and local laws limiting smoking; and signs, T-shirts, buttons and bumper stickers that help nonsmokers speak out.

For further information, write ASH at the address above. For additional cards, please enclose a large, stamped, self-addressed envelope.

Contributions to ASH are tax-deductible.

Keep this card in your wallet or purse for future use.

Your Rights as a Nonsmoking Airline Passenger

Federal law and Civil Aeronautics Board (CAB) rules guarantee you these rights:

- a seat in the no-smoking section on any flight (with more than 30 seats) and under all circumstances, even if the no-smoking section must be expanded to include seats already assigned to smokers;
- not to be exposed at all to drifting cigar and pipe smoke;
- not to be unreasonably burdened by cigarette smoke;
- all smoking must be prohibited if the ventilation system is not fully working;
- airline personnel must enforce the smoking rules.

If your rights under CAB rules are denied, show the inside of this card to airline personnel. You may ask the flight attendants to show this card to the captain.

If an airline violates your rights, it may be fined \$1000. You may also receive monetary damages. (See instructions for Preparing a Formal Complaint.)