ATTENTION, PASSENGERS! Petitions drafted with the help of artificial intelligence may contain legal errors!



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The Civil Aviation Authority of the Republic of Moldova (CAA) would like to draw passengers' attention to the use of artificial intelligence tools (ChatGPT, Copilot, Claude, etc.) when drafting complaints concerning delayed or cancelled flights or denied boarding.

Recently, the CAA has received petitions containing references to non-existent or outdated legal provisions, which may complicate the examination of such requests.

A common example: referring to Article 206 of the Contravention Code of the Republic of Moldova in relation to violations of air passenger rights. No such article exists with this subject matter!

What should you know?

Passengers' rights in cases of flight delays, cancellations or denied boarding are regulated by Government Decision No. 836/2012.

How should you proceed when submitting a complaint?

1. First, submit your complaint to the airline.
2. Wait for the air carrier's response within the applicable legal deadline.
3. If your complaint remains unresolved or you do not receive a response within the prescribed timeframe, you may address the CAA, attaching the correspondence with the airline.

For official information on passenger rights and the complaint submission procedure, visit the Civil Aviation Authority's website: **www.caa.md**

Complaint form templates are available at the following link:

https://www.caa.md/drepturile-pasagerilor

Stay informed! Know your rights!