BEFORE THE DEPARTMENT OF TRANSPORTATION
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
WASHINGTON, D.C.

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| Neven Gadallah | ) | |
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| ) | | |
| v. | ) | Docket DOT-OST-2021-____ |
| ) | | |
| Qatar Airways | ) | |
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| ----------) | | |

**COMPLAINT OF NEVEN GADALLAH**

Comments with respect to this document should be addressed to:

**Neven Gadallah**
**PO Box 2295, Allen TX 75013, United States**
E-mail: REDACTED

Dated: 10-26-2021

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**COMPLAINT OF NEVEN GADALLAH**

1. This complaint arises out of Qatar Airways staff denying me and two children boarding our trip deceitfully.

## I. FACTS

### A. Booking

2. Flight DFW to Cairo, QR730 July-12-2021 leaving 18:40 PM, Booking reference (PNR) - MDR2HI, one adult and two children.

### B. Cancellation

3. We never boarded the plane and didn't travel, staff were misleading and deceitful.

### C. Current Status

4. We never boarded the plane and didn't travel.

## II. LEGAL ANALYSIS

### A. Applicable DOT regulation

5. DOT rule CFR § 250.5, Amount of denied boarding compensation for passengers denied boarding involuntarily:

> § 250.5 Amount of denied boarding compensation for passengers denied boarding involuntarily.
>
> (a) Subject to the exceptions provided in § 250.6, a carrier to whom this part applies as described in § 250.2 shall pay compensation in interstate air transportation to passengers who are denied boarding involuntarily from an oversold flight as follows:
>
> (1) No compensation is required if the carrier offers alternate transportation that, at the time the arrangement is made, is planned to arrive at the airport of the passenger's first stopover, or if none, the airport of the passenger's final destination not later than one hour after the planned arrival time of the passenger's original flight;
>
> (2) Compensation shall be at least 200 percent of the fare to the passenger's destination or first stopover, or $775, whichever is lower, if the carrier offers alternate transportation that, at the time the arrangement is made, is planned to arrive at the airport of the passenger's first stopover, or if none, the airport of the passenger's final destination more than one hour but less than two hours after the planned arrival time of the passenger's original flight; and
>
> **(3) Compensation shall be at least 400 percent of the fare to the passenger's destination or first stopover, or $1,550, whichever is lower, if the carrier does not offer alternate transportation that, at the time the arrangement is made, is planned to arrive at the airport of the passenger's first stopover, or if none, the airport of the passenger's final destination less than two hours after the planned arrival time of the passenger's original flight.**
>
> [Doc. No. DOT-OST-2010-0140, 76 FR 23162, Apr. 25, 2011, as amended by Doc. No. DOT-OST-2015-0104, 80 FR 30147, May 27, 2015; Doc. No. DOT-OST-2014-0056, 81 FR 76827, Nov. 3, 2016; Doc. No. DOT-OST-2020-0251, 86 FR 2538, Jan. 13, 2021; 86 FR 41381, Aug. 2, 2021]

### B. Apply DOT regulation to situation at hand

6. Apply CFR § 250.5

7. I ask that the Department of Transportation:

(1) Exercise its authority under 49 USC 41712 to open an investigation of Qatar Airways for having engaged in the unfair or deceptive practices described above; the airline staff acted deceptively, I have a video evidence showing them caught in the act of denied me and my two daughters boarding, one of the staff took off their name tags once I started recording.

(2) Order Qatar Airways to provide to the DOT and to me all notes, PNR annotations, call recordings, credit card dispute records, and other materials prepared by its systems and its staff in the course of the discussions herein;

(3) Order Qatar Airways to comply with applicable DOT regulations;

(4) Require Qatar Airways to search its records for other customers similarly situated, including those who complained, and require Qatar Airways to provide the details of such customers and complaints to DOT.

(5) Impose appropriate civil penalties on Qatar Airways.

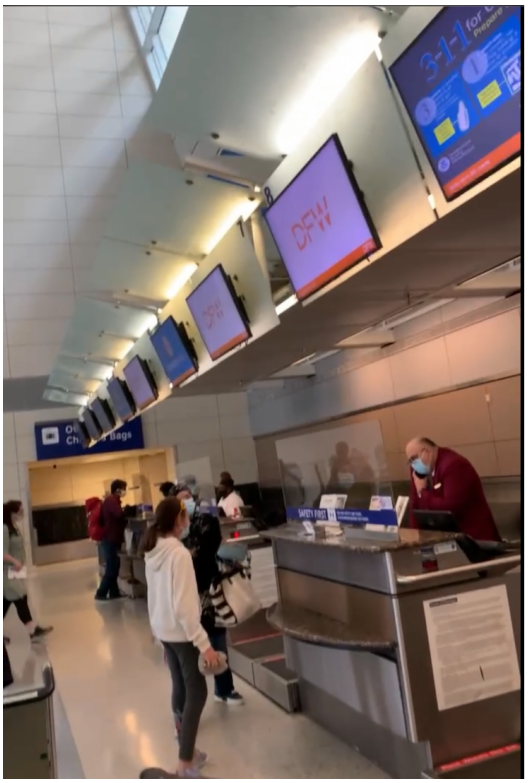
Respectfully submitted,
Neven Gadallah

Attachments

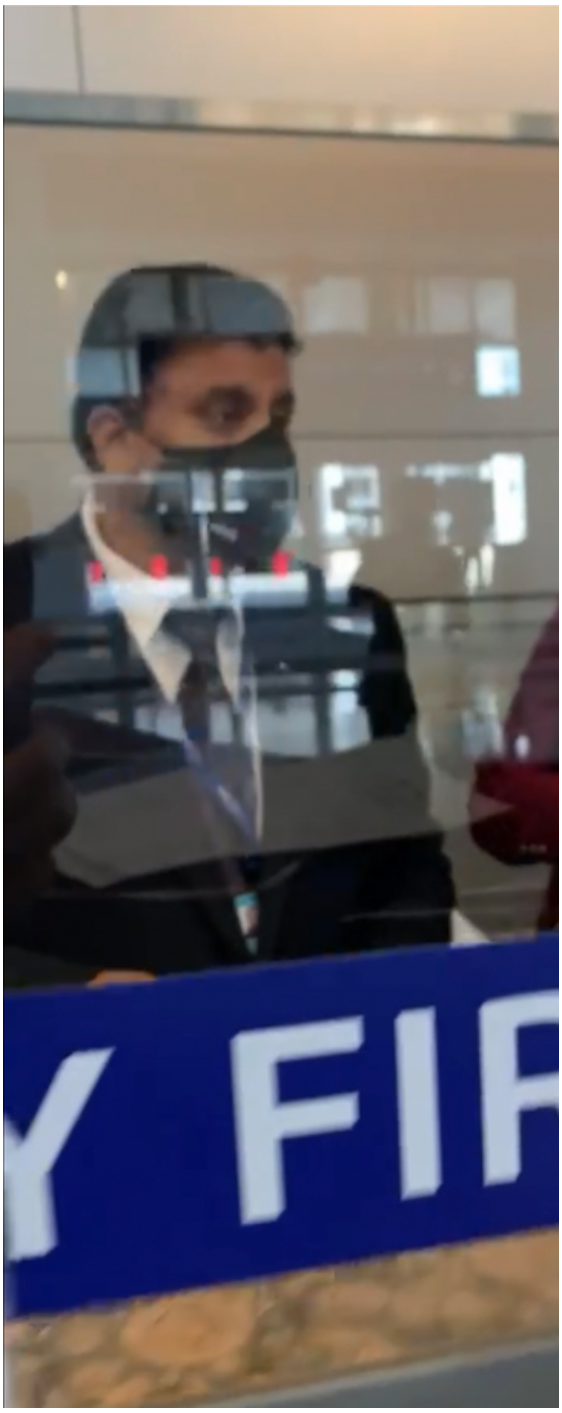
Staff below in the photos committed the act, photos are taken from a full video evidence that is available.

Diana on right

Mr. Saad on right



Un-named Staff who started the act (took his name tag off once recording started)



**Certificate of Service**

I hereby certify that I have, this 26 day of October 2021 caused a copy of the foregoing Complaint to be served by electronic mail on the following persons:

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|---|---|
| Holland & Knight LLP | anita.mosner@hklaw.com |
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/s/ Neven

Neven Gadallah