

	<p style="text-align: center;"><b>CIVIL AVIATION AUTHORITY OF MALAYSIA</b> <b>AVIATION POLICY &amp; DEVELOPMENT DIVISION</b> <b>ECONOMIC &amp; COMPETITION</b></p> <p style="text-align: center;"><b>COMPLAINT FORM</b></p>	CAAM/CPD/CEC/05
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## Section A. General Instructions

- 1 The prohibitions against anti-competitive agreements, abuse of dominant position, and mergers or anticipated mergers that substantially lessen competition under Part VB of the Civil Aviation Authority of Malaysia Act 2017 [Act 788] (“the Act”) came into force on 1 March 2016 (*as expanded through the Malaysian Aviation Commission (Dissolution) Act 2024 [Act 856]*). Please note that your complaint should pertain to an alleged anti-competitive activity carried out on or after 1 March 2016.
  
- 2 Please fill in the complaint form with the required information. Please note that an anonymous complaint may not be considered as it could be practically difficult for the Civil Aviation Authority of Malaysia (“CAAM”) to assess the complaint when full information is not available and clarification could not be sought from the complainant.
  
- 3 The complaint form and the supporting documents may be submitted to CAAM by:
  - a) hand delivery or mail to:

Chief Executive Officer  
Civil Aviation Authority of Malaysia  
No. 27, Persiaran Perdana, Aras 3,  
Block Podium, Presint 4,  
62618 Wilayah Persekutuan Putrajaya,  
Putrajaya, Malaysia.

or
  - b) email to [competition@caam.gov.my](mailto:competition@caam.gov.my).



COMPLAINT FORM

**Section B. Complaint**

**1. Details of the Complainant**

1.1 Name:

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1.2 Address:

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1.3 Contact number:

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1.4 Email address:

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1.5 Are you representing an enterprise in making this complaint?

No

Yes – please provide the details of the enterprise on behalf of which the complaint is made, as required in paragraphs 1.5(a)-(d))

(a) Name of the enterprise:

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(b) Address of the enterprise:

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(c) Contact number of the enterprise:

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(d) Email address of the enterprise:

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COMPLAINT FORM

**2. Details of the Enterprise Complained Against**

2.1 Name of the enterprise:

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2.2 Address of the enterprise:

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2.3 Contact number of the enterprise:

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2.4 Email address of the enterprise:

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2.5 Main commercial activities of the enterprise:

*(E.g.: scheduled or non-scheduled air transport services, aerodrome operation, ground handling services such as catering services, baggage handling service, fuel and oil handling services etc.)*

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2.6 What is the relationship between the complaint and the enterprise against whom the complaint is made?

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Supplier

Customer

Competitor

Employee or former employee

No relationship

Others – please specify:

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COMPLAINT FORM

**3 Description of the Anti-Competitive Activity**

3.1 Nature of the anti-competitive activity complained against:

<input type="checkbox"/>	Agreement to fix prices
<input type="checkbox"/>	Agreement to share market or sources of supply
<input type="checkbox"/>	Agreement to limit or control production / market outlets or market access / technical or technological development / investment
<input type="checkbox"/>	Agreement to perform bid rigging
<input type="checkbox"/>	Predatory pricing by a dominant enterprise
<input type="checkbox"/>	Exclusive dealing by a dominant enterprise
<input type="checkbox"/>	Refusal to supply by a dominant enterprise
<input type="checkbox"/>	Excessive pricing by a dominant enterprise
<input type="checkbox"/>	A merger or an anticipated merger that substantially lessen competition
<input type="checkbox"/>	Others – please specify:

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3.2 What are the services to which the anti-competitive activity relates?

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3.3 Please provide a brief description of the anti-competitive activity:

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COMPLAINT FORM

3.4 When did the anti-competitive activity start?

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3.5 Is the anti-competitive activity still continuing?

Yes

No – if no, when the anti-competitive activity end?

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3.6 List all evidence supporting your complaint and attach all relevant documents to this complaint form:

*(E.g. agreements, minutes of meetings, business documents, circulars, correspondences, notes of telephone conversations, etc.)*

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**4 Details of Any Other Person or Enterprise with Information Regarding the Anti-Competitive Activity**

(a) Name:

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Address:

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**COMPLAINT FORM**

Contact number:

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(b) Name:

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Address:

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Contact number:

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(c) Name:

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Address:

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Contact Number:

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(d) Name:

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(e) Address:

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(f) Contact Number:

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**COMPLAINT FORM**

## **5 Declaration and Signature**

**I hereby declare and confirm that the information submitted in the form and the enclosed documents are true and correct to the best of my knowledge and belief.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_