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THE CIVIL AVIATION ACT,  
(CAP. 80)

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**RULES**

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THE CIVIL AVIATION (COMPLAINTS HANDLING PROCEDURES) RULES, 2026

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SCHEDULE

THE CIVIL AVIATION ACT,  
(CAP. 80)

**RULES**

*(Made under section 72(1) (f))*

THE CIVIL AVIATION (COMPLAINTS HANDLING PROCEDURES) RULES, 2026

PART I  
PRELIMINARY PROVISIONS

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|----------------|--|
| Citation       | <b>1.</b> These Rules may be cited as the Civil Aviation (Complaints Handling Procedures) Rules, 2026.   |
| Application    | <b>2.</b> These Rules shall apply to any complaint against a supplier of regulated goods or services in relation to any matter connected with the supply, possible supply or purported supply of the goods or services.  |
| Interpretation | <b>3.</b> In these Rules, unless the context otherwise requires-   |
| Cap. 80        | “Act” means the Civil Aviation Act;<br>“complaint” means a concise statement of the ultimate facts of the matter or act complained of, in respect of the supply, possible supply or purported supply of regulated goods and services and thus invoking the regulatory power or jurisdiction of the Authority, and specifying the relief sought;<br>“consumer” means any end user of regulated services from any regulated supplier pursuant to standard terms and conditions;<br>“proceedings” means any complaint, inquiry or other proceedings of any nature that the Authority may hold in the discharge of its regulatory functions under the Act; |
| Cap. 285       | “Tribunal” means the Fair Competition Tribunal established under the Fair Competition Act;   |

“Unit” means the Consumer Complaints Unit established under rule 4.

## **PART II**

### **THE CONSUMER COMPLAINTS UNIT**

Establishment  
and  
composition of  
Unit

**4.-(1)** There is hereby established in the Authority a dedicated Unit to be known as the Consumer Complaints Unit.

(2) The Unit shall consist of not more than five members appointed by the Director General.

Functions of  
Unit

**5.-(1)** Functions of the Unit shall be to-

- (a) receive complaints from consumers, submitted to the Authority through the Director-General;
- (b) evaluate a complaint and satisfy itself if the consumer has an interest in the matter to which the complaint relates, and that the complaint is not frivolous or vexatious;
- (c) investigate all complaints;
- (d) resolve complaints amicably; and
- (e) in the event where a complaint cannot be resolved amicably, present findings and recommendations for action to the Committee.

(2) The Unit shall, in discharging its functions under subsection (1), ensure that complaints are treated in a uniform manner.

## **PART III**

### **COMPLAINTS HANDLING PROCEDURE**

Submission of  
complaint to  
regulated  
supplier

**6.-(1)** Where a consumer has a complaint against a regulated supplier of goods or services in relation to any matter connected with the supply, possible supply or purported supply of the goods or services, he shall be required to submit the complaint to the relevant regulated supplier.

(2) The supplier shall be required to respond to the complaint stating action taken or to be taken, and in any case, resolve the complaint within fourteen days from the date of receipt of the complaint.

Filing of  
complaint to  
Authority

7.-(1) The consumer may, where the regulated supplier does not respond to the complaint within the time prescribed under rule 6(2) or after response, he is dissatisfied by the response, file a complaint to the Authority.

(2) Every complaint to the Authority shall be made using the complaint form set out in the Schedule or in an electronic form to be availed accordingly.

(3) The consumer shall submit the complaint form together with any previous correspondence with the regulated supplier and all other evidence in relation to the complaint.

(4) The complaint form shall be filled in triplicate and a copy shall be retained by the consumer after filing with the Authority.

Rejection of  
complaint

8.- (1) The Director General shall, upon receipt of the complaint, direct the Unit to investigate it.

(2) Where upon investigation, the Unit determines that-

- (a) the complaint does not disclose a cause of action;
- (b) the complaint is not filed within the time prescribed in the regulations relating to the subject matter in question;
- (c) the complaint is pending before any court, tribunal, arbitration or quasi-judicial body;
- (d) the complaint does not fall under the Act or sector legislation;
- (e) the consumer has no *locus standi*; or
- (f) the complaint is frivolous or vexatious,

it shall recommend to the Director General to refuse the complaint.

(2) The Director General shall, within seven days from the date of rejection, inform the consumer in writing on such decision and reason thereto.

(3) The rejection of the complaint under these Rules shall not on its own, bar the consumer from presenting a fresh complaint in respect of the same cause of action, subject to fulfilment of the requirements of the law.

(4) A consumer aggrieved by the decision of the Director General under subrule (2) may apply for a review of the said decision in accordance with the Act.

Procedure at  
Unit

**9.**-(1) Where the Unit is satisfied that a complaint complies with all requirements, it shall conduct an investigation for the purpose of resolving the complaint amicably within sixty days.

(2) Where during an investigation, it appears that the supplier has not considered the complaint, or has not considered it adequately, the Unit may refer it to the supplier and require the supplier to consider or reconsider the complaint within seven days.

(3) The Unit may involve the Executive Secretary of the Tanzania Civil Aviation Authority Consumer Consultative Council at any stage of investigation or meeting as need arises.

Amendments  
of complaint or  
reply

**10.** The complainant or respondent may, upon adducing sufficient cause, be allowed to amend the complaint or the reply respectively:

Provided that, the adverse party shall be afforded an opportunity to make a reply thereto within a reasonable time prior to the hearing.

Referral to  
Committee

**11.**-(1) The Unit shall, where the complaint is not resolved within the time specified under rule 9(2), refer the complaint to the Committee of the Authority for its decision.

(2) The referral shall be made by submission of the report regarding settlement proceedings and recommendation of the Unit to the Committee.

(3) The Unit shall, by way of written notice, notify the parties of the referral under subrule (2).

(4) The notice of referral may be served through-

- (a) personal delivery to the respondent or his representative;
- (b) registered mail;
- (c) email address or any acceptable electronic means; or

- (d) publication in two newspapers of general circulation in Tanzania, one in English and another in Kiswahili, where the Authority has determined that-
  - (i) there is a reason to believe that the respondent is keeping out of way for the purpose of avoiding the notification; or
  - (ii) for any other reason, the notice cannot be served in the ordinary way.

Procedure at  
Committee

**12.-** (1) When a complaint is referred to the Committee for decision making, the complainant and regulated supplier shall be parties to the reference.

(2) The respondent shall, within twenty-one days from receipt of the notice of referral under rule 11(3), present to the Committee a reply to the complaint which may include a counterclaim or claim for set-off.

(3) The respondent shall, in the reply, raise all matters showing that the complaint is not maintainable or that the transaction is void or voidable on a matter of law, and shall include grounds of defence which, if not raised, would be likely to take the opposing party by surprise or raise issues of fact not arising from the complaint, such as, fraud, limitation, release, payment, performance or illegality.

(4) It shall not be sufficient for the respondent, in the reply, to make a general denial of all the grounds alleged by the complainant, but he must deal specifically with each allegation of fact of which he does not admit the truth, except damages.

(5) Subject to subrule (4), the respondent shall deal specifically with each allegation of fact not admitted, except as to damages.

(6) Where the respondent denies any allegation of fact in the complaint, he shall not do so evasively, but on a point of substance.

(7) Every allegation of fact in the complaint, if not denied specifically or by necessary implication or stated to

not be admitted in the reply by the respondent, shall be taken to be admitted:

Provided that, the Committee may in its discretion require any fact so admitted to be proved otherwise than by such admission.

(8) In the event the respondent fails to present a reply, it shall be deemed that the respondent has waived its right to appear and participate in the proceedings and the Committee shall proceed with the proceedings in his absentia.

(9) Without prejudice to subrule (8), the respondent may be allowed to participate in the proceedings upon showing sufficient cause for failure to submit the reply.

Hearing at  
Committee

**13.-(1)** The Committee shall hear all evidence, arguments and documents presented by the parties, and make a decision on the complaint within thirty days.

(2) During the hearing the Committee may-

- (a) take evidence under oath or affirmation;
- (b) require any person to produce any information deemed relevant; and
- (c) require the attendance of any person to give evidence and produce any document that may be in his custody.

(4) The proceedings at the Committee stage shall be quasi-conciliatory in nature:

Provided that, where no conciliation is possible, the Committee shall present its findings and recommendations to the Board.

(5) A party may appear either in person or through an authorised representative.

(6) The language of the Committee shall be Kiswahili or English.

(7) All records and proceedings of the Committee shall be in English, and may be translated to Kiswahili.

Failure to  
appear

**14.-(1)** Where neither party appears when the complaint is called for hearing, the Committee may dismiss the complaint.

(2) Where the complainant fails to appear, without sufficient reason when the complaint is called for hearing, the Committee may dismiss the complaint.

(3) Where the respondent fails to appear when a complaint is called for hearing and upon proof of lack of sufficient reasons for non-appearance, the Committee may proceed ex-parte.

#### **PART IV GENERAL PROVISIONS**

Appeal

**15.** The procedure and grounds for appeal shall be in accordance with the Act.

Technicalities  
of law and  
procedure

**16.-(1)** Subject to due process, the technicalities of law, procedure and rules prevailing in courts of law shall not strictly apply to proceedings under these Rules.

(2) These Rules shall be liberally construed in the public interest to secure the most just, expeditious and efficient determination on the merits of proceedings before the Authority.

(3) Where procedures are not provided for in these Rules, the Unit may adopt such procedures as is necessary and lawful to enable it to effectively and completely resolve the matter before it.

Revocation  
GN. No.  
10 of 2009

**17.** The Civil Aviation (Complaints Handling) Rules are hereby revoked.



\_\_\_\_\_  
**SCHEDULE**  
\_\_\_\_\_

*(Made under rule 7(2))*

**COMPLAINT FORM**

**Complaint No.....of.....**

\_\_\_\_\_ VS \_\_\_\_\_  
Complainant Respondent

**USE CAPITAL LETTERS TO PRINT  
USE A SEPARATE SHEET IF NECESSARY**

**A: PARTICULARS OF THE COMPLAINANT  
EITHER**

**Natural Person:**

Name of Complainant (surname, first name): \_\_\_\_\_ Sex: \_\_\_\_\_

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

Occupation: \_\_\_\_\_

Nationality: \_\_\_\_\_

Date of birth: \_\_\_\_\_

**OR**

**Legal Person:**

Name of Complainant: \_\_\_\_\_

Status (e.g. limited liability company/body corporate/association etc) \_\_\_\_\_

Physical Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

Who is representing: \_\_\_\_\_

Name of the person signing the complaint and his status:

\_\_\_\_\_

**B: PARTICULARS OF THE RESPONDENT**  
**EITHER**

**Natural Person:**

Name of respondent (surname, first name): \_\_\_\_\_ Sex: \_\_\_\_\_

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

MobileNo: \_\_\_\_\_

Occupation: \_\_\_\_\_

Nationality: \_\_\_\_\_

Date of birth: \_\_\_\_\_

**OR**

**Legal Person:**

Name of respondent: \_\_\_\_\_

Status (e.g.limitedliabilitycompany/bodycorporate/associationetc) \_\_\_\_\_

PhysicalAddress: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

Who is representing: \_\_\_\_\_

Name of the person signing the complaint and his status: \_\_\_\_\_

\_\_\_\_\_

**C: NATURE/FACTS OF THE COMPLAINT**

**(State the complete description of the complaint precisely and concisely; include copies of all relevant documents)**

\_\_\_\_\_

\_\_\_\_\_

If known, the reference to specific laws, regulation, concession contracts, licences, codes or norms which were supposedly infringed.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**D: EVIDENCE THAT THE COMPLAINANT HAS SUBMITTED THE COMPLAINT TO THE REGULATED SUPPLIER AND THAT AVENUES WHICH**

**COULD SOLVE THE PROBLEM WERE EXHAUSTED ACCORDING TO THE  
REGULATED SUPPLIER'S PROCEDURES**

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**E: DESCRIPTION OF THE RESPONSE OR REMEDY WHICH THE  
REGULATED SUPPLIER IN QUESTION HAS MADE OR OFFERED**

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**F: DESCRIPTION OF THE REMEDY OR REMEDIES SOUGHT**

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**G: VERIFICATION**

I \_\_\_\_\_ do hereby verify that the information  
stated above is true to the best of my knowledge.

.....  
Signature of the Complainant Date

Filed on this ..... day of ..... 20.....

.....  
**Receiver of the Complaint at TCAA**

Served to the Respondent on this ..... day of ..... 20.....

.....  
**Respondent/ his representative**

<b>For Registry Use Only</b>
Date Received: _____ File No. _____
Date Resolved: _____

Dodoma,  
....., 2025

SALIM R. MSANGI  
*Director General*