United Airlines Puts Its GC in Charge of Customer Service

United Airlines has announced that Brett Hart, its executive vice president and general counsel, will assume responsibility for customer care and customer experience. John Rainey, United's chief financial officer, will take on strategy.

Hart joined the airline in 2010 after a stint in the same job for food group Sara Lee, following a period as a partner for the Chicago law firm Sonnenschein Nath & Rosenthal, reports Quartz.com.

Hart will have his job cut out for him, Quartz says. Despite making improvements in metrics like on-time performance, mishandled bags, passenger complaints, and overbooked flights, United still ranked 12th out of 15 U.S. airlines, and last among major carriers, according to the annual Air Quality Rankings released in April.

Read the story.