

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 4,429

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	41
AEROENLACES NACIONALES S.A. DE C.V.	4
AEROFLOT RUSSIAN AIRLINES	6
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	7
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	31
AIR BUSAN	0
AIR CANADA	221
AIR CANADA ROUGE LP	211
AIR CHINA	4
AIR EUROPA LINEAS AEREAS, S.A.U.	8
AIR INDIA	1
AIR JAPAN, CO., LTD.	0
AIR NEW ZEALAND LIMITED	62
AIR TAHITI NUI AIRLINES	3
AIR TRANSAT A.T., INC.	17
ALITALIA SOCIETA AEREA ITALIANA	90
ALL NIPPON AIRWAYS CO., LTD.	30
ARKIA ISRAELI AIRLINES, LTD.	0

ASIANA AIRLINES, INC.	13
AUSTRIAN AIRLINES AG	22
AVIANCA, S.A.	34
AVIOR AIRLINES	0
AZERBAIJAN AIRLINES	0
AZUL BRAZILIAN AIRLINES	1
BAHAMASAIR HOLDINGS LIMITED	0
BRITISH AIRWAYS PLC	780
BRUSSELS AIRLINES	1
CARIBBEAN AIRLINES LIMITED	17
CATHAY PACIFIC AIRWAYS LIMITED	48
CAYMAN AIRWAYS LIMITED	0
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0
CHINA SOUTHERN AIRLINE	2
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	115
CONDOR FLUGDIENST GMBH	6
CORSAIR	0
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	226
DREAMJET D/B/A LACOMPAGNIE	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	38
EMIRATES	324
ETHIOPIAN AIRLINES ENTERPRISE	3
ETIHAD AIRWAYS P.J.S.C.	7

EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	6
FAST COLOMBIA SAS	0
FIJI AIRWAYS	41
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
FLAIR AIRLINES	0
FLY JAMAICA	1
GLOBAL JET LUXEMBOURG S.A.	0
HAINAN AIRLINES COMPANY LTD	1
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
IBERIA LINEAS AEREAS DE ESPANA, S.A	59
ICELANDAIR EHF.	14
INSEL AIR INTERNATIONAL B.V.	0
INSELAIR ARUBA N.V.	0
JAPAN AIRLINES INTERNATIONAL CO.	4
JAZZ AVIATION LP	60
JEJU AIR COMPANY LIMITED	0
JET AIRWAYS (INDIA) LTD.	3
JETSTAR AIRWAYS PTY LIMITED	12
JIN AIR	0
K5-AVIATION GMBH	0
KLM ROYAL DUTCH AIRLINES, N.V.	100
KOREAN AIR LINES CO., LTD.	13
KUWAIT AIRWAYS CORPORATION	1
LAN AIRLINES S.A.	9
LAN ARGENTINA S.A.	0
LAN COLOMBIA	0
LAN ECUADOR	2

LAN PERU S.A.	0
LIAT (1974) LTD	3
LINEAS AEREAS COSTARRICENSES S.A.	1
MERIDIANAFLY S.P.A. LTD (AIR ITALY S.P.A.)	0
NOLINOR AVIATION	0
NORWEGIAN AIR SHUTTLE ASA	31
OPENSKIES	5
ORENBURG AIRLINES	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	20
POLSKIE LINIE LOTNICZE LOT, S.A.	7
PORTER AIRLINES INC.	22
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	11
QATAR AIRWAYS Q.C.S.C.	37
ROYAL AIR MAROC	11
ROYAL JORDANIAN AIRLINE	15
SANTA BARBARA AIRLINES	6
SATA INTERNACIONAL	7
SAUDI ARABIAN AIRLINES CORPORATION	1
SCANDINAVIAN AIRLINES SYSTEM	25
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	8
SKY REGIONAL AIRLINES	42
SOCIETE AIR FRANCE	291
SOUTH AFRICAN AIRWAYS SOC LIMITED	3
SRILANKAN AIRLINES LIMITED	0
SUNWING AIRLINES	1
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	61

TACA INTERNATIONAL AIRLINES, S.A.	14
TAG AVIATION (UK) LTD	0
TAM-LINHAS AEREAS, S.A.	26
TAME EP LINEA AEREA DEL ECUADOR	5
TAP AIR PORTUGAL	14
THAI AIRWAYS INT'L PUBLIC CO. LTD.	0
THOMAS COOK AIRLINES LIMITED	14
THOMAS COOK AIRLINES SCANDINAVIA (SUNCLASS AIRLINES APS)	0
TUI AIRWAYS LIMITED	6
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	3
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA YOLLARI	67
TWAY AIR	0
TYROLEAN JET SERVICE	0
UKRAINE INTERNATIONAL AIRLINE	0
UZBEKISTAN AIRWAYS	0
VIRGIN AUSTRALIA	23
VIRGIN ATLANTIC AIRWAYS LIMITED	567
VOLARIS	8
VRG LINHAS AREAS S/A	0
WESTJET	372
WOW AIR	1
XL AIRWAYS FRANCE	1
YAKUTIA AIRLINES	0
Total	4,429

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	1	0	1	1	3	22	30	0	122	7	5	0	8
Refusal to Board w/o Attendant	0	0	1	2	0	0	1	0	6	0	1	0	0
Security Issues Regarding Disability	0	1	0	1	0	8	1	0	1	3	0	0	1
Aircraft Not Accessible	0	0	0	2	0	12	1	0	2	0	0	0	0
Airport Not Accessible	0	0	2	2	0	26	0	0	11	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	8	1	0	9	0	0	0	7
Seating Accommodation	7	2	0	22	1	128	2	0	228	14	15	0	10
Failure to Provide Assistance	24	23	2	50	8	1,863	11	2	276	34	10	0	13
Damage to Assistive Device	0	2	0	4	4	250	0	0	13	153	0	0	0
Storage and Delay of Assistive Device	2	0	2	16	1	183	3	0	25	112	1	0	0
Service Animal Problem	5	0	0	1	0	2	0	2	40	1	13	0	2
Unsatisfactory Info	3	5	1	3	0	46	9	0	21	15	1	1	4
Other	11	14	2	14	5	223	11	0	113	14	8	0	12