

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 5,872

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	99
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	157
AIR BUSAN	0
AIR CANADA	510
AIR CANADA ROUGE LP	222
AIR CHINA	0
AIR EUROPA LINEAS AEREAS, S.A.U.	26
AIR INDIA	8
AIR JAPAN, CO., LTD.	0
AIR NEW ZEALAND LIMITED	27
AIR NORTH	0
AIR SENEGAL SA	0
AIR SEOUL INC.	0
AIR SERBIA	0
AIR TAHITI NUI AIRLINES	7
AIR TRANSAT A.T., INC.	12
AIRASIA X BERHAD	0
AIRHUB AIRLINES LIMITED	0
ALL NIPPON AIRWAYS CO., LTD.	4
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	13
AUSTRIAN AIRLINES AG	23
AVIANCA, ECUADOR S.A.	1
AVIANCA, S.A.	8
AVION EXPRESS MALTA	0
AZUL BRAZILIAN AIRLINES	2
BAHAMASAIR HOLDINGS LIMITED	0
BEIJING CAPITAL AIRLINES CO.,LTD.	0
BOLIVIANA DE AVIACION	0
BRADLEY CANADIAN NORTH	0
BRITISH AIRWAYS PLC	1,490

BRUSSELS AIRLINES	1
CARIBBEAN AIRLINES LIMITED	20
CATHAY PACIFIC AIRWAYS LIMITED	9
CAYMAN AIRWAYS LIMITED	1
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0
CHINA SOUTHERN AIRLINES	1
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	93
CONDOR FLUGDIENST GMBH	22
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	226
DREAMJET D/B/A LACOMPAGNIE	2
EDELWEISS AIR AG	0
EGYPTAIR	2
EL AL ISRAEL AIRLINES LTD.	77
EMIRATES	446
ETHIOPIAN AIRLINES ENTERPRISE	3
ETIHAD AIRWAYS P.J.S.C.	40
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	1
EVELOP AIRLINES	0
EW DISCOVER GMBH	8
FAST COLOMBIA SAS	1
FIJI AIRWAYS	6
FINNAIR OY D/B/A FINNAIR OYJ	4
FLAIR AIRLINES	0
FLY PLAY HF.	0
FRENCH BEE	23
GLOBAL JET ARUBA	0
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	1
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HONG KONG EXPRESS AIRWAYS, LTD.	0
IBERIA LINEAS AEREAS DE ESPANA, S.A	84
ICELANDAIR EHF.	12
ITA AIRWAYS	10
JAPAN AIRLINES INTERNATIONAL CO.	5

JAZZ AVIATION LP	287
JEJU AIR COMPANY LIMITED	0
JET AVIATION FLIGHT SERVICES MALTA	0
JETSTAR AIRWAYS PTY LIMITED	2
JIN AIR	0
K5-AVIATION GMBH	0
KENYA AIRWAYS PLC	1
KLM ROYAL DUTCH AIRLINES, N.V.	264
KOREAN AIR LINES CO., LTD.	20
KUWAIT AIRWAYS CORPORATION	2
LATAM AIRLINES BRASIL S.A.	1
LATAM AIRLINES COLUMBIA S.A.	2
LATAM AIRLINES ECUADOR S.A.	0
LATAM AIRLINES GROUP S.A.	8
LATAM AIRLINES PERU S.A.	5
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	2
LUXAVIATION E.A., S.A.	0
LYNX AIR	0
MALAYSIA AIRLINES	0
MJET GMBH	0
NEOS SPA	0
NOLINOR AVIATION	0
NORSE ATLANTIC AIRWAYS AS	3
PAKISTAN INT'L AIRLINES CORPORATION	0
PHENIX JET CAYMAN SEZC	0
PHILIPPINE AIRLINES, INC.	8
POLSKIE LINIE LOTNICZE LOT, S.A.	53
PORTER AIRLINES INC.	5
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	44
QATAR AIRWAYS Q.C.S.C.	20
ROYAL AIR MAROC	7
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	2
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	4
SCANDINAVIAN AIRLINES SYSTEM	63
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	4
SKY AIRLINE	0
SKYMARK AIRLINES	0

SMARTWINGS, A.S.	0
SOCIETE AIR FRANCE	635
SOUTH AFRICAN AIRWAYS SOC LIMITED	0
SRILANKAN AIRLINES LIMITED	0
SUNCLASS AIRLINES APS	0
SUNWING AIRLINES	4
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	50
SWOOP INC	23
TACA INTERNATIONAL AIRLINES, S.A.	14
TAP AIR PORTUGAL	9
TAR AIRLINES	0
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	0
TRANSPORTES AEREOS DE CABO VERDE	0
TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	0
TUI AIRWAYS LIMITED	21
TURKISH AIRLINES TURK HAVA YOLLARI	187
TWAY AIR	0
UZBEKISTAN AIRWAYS	0
VIETNAM AIRLINES	1
VIRGIN ATLANTIC AIRWAYS LIMITED	360
VIRGIN AUSTRALIA	1
VOLARIS	13
VOLARIS COSTA RICA	0
VUELA EL SALVADOR, S.A. DE C.V.	0
WAMOS AIR	0
WESTJET	40
WORLD 2 FLY PORTUGAL SA	0
WORLD2FLY	0
XIAMEN AIRLINES	0
Total	5,872

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	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	0	1	0	2	3	14	27	0	51	2	2	1	3
Refusal to Board w/o Attendant	0	0	0	0	2	4	0	0	1	0	2	0	0
Security Issues Regarding Disability	1	2	0	0	0	18	0	0	8	1	2	0	1
Aircraft Not Accessible	1	0	0	7	1	16	1	0	6	1	0	0	0
Airport Not Accessible	0	1	1	1	0	37	0	0	8	0	0	0	0
Advance Notice Dispute	1	1	0	4	0	36	4	0	14	5	3	0	6
Seating Accommodation	10	8	0	21	0	256	5	0	374	6	37	1	10
Failure to Provide Assistance	23	28	4	54	2	2,193	17	0	377	26	24	2	98
Damage to Assistive Device	1	0	0	26	3	270	3	0	17	25	0	0	0
Storage and Delay of Assistive Device	3	1	0	25	0	235	1	0	73	73	1	0	2
Service Animal Problem	1	1	0	0	0	12	0	0	94	6	19	0	0
Unsatisfactory Info	2	8	0	8	0	114	5	0	55	7	0	3	7
Other	9	13	2	30	2	360	16	2	366	23	18	22	29

