

CONSUMER SUBMISSIONS

As DOT works to modernize its database to improve the customer experience for the tens of thousands of consumers who use the system each year and enable the Office of Aviation Consumer Protection (OACP) to more effectively engage in oversight of the airline industry, DOT has revised how it processes consumer complaints received after June 1, 2023. DOT has also revised the format of the Air Travel Consumer Report (ATCR) to display consumer submissions (complaints, inquiries, and opinions) as opposed to complaints, for the period from June 2023, until the date its system is modernized.

This section summarizes the aviation consumer submission and civil rights complaint tables, filed with the Department in writing.

An explanation of each table appears below:

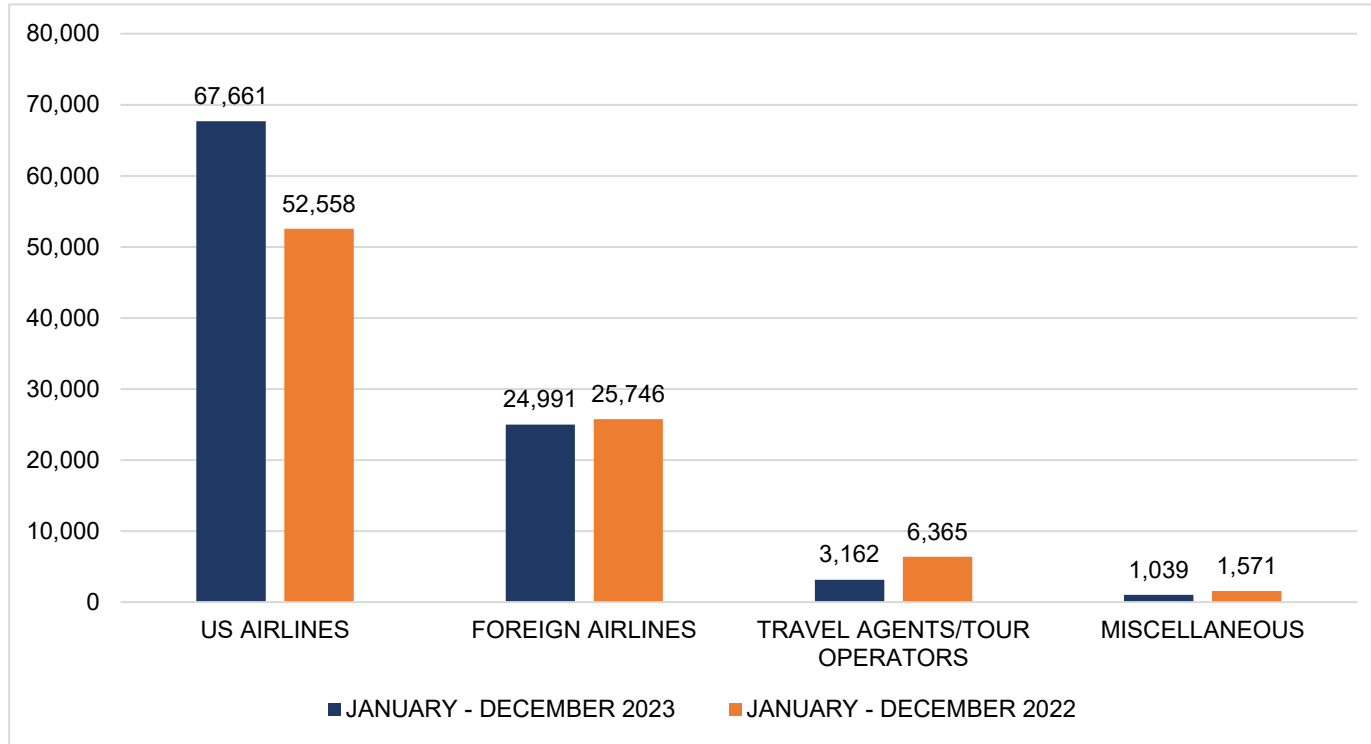
Table 1. Summary - shows the total number of submissions (complaints, inquiries, and opinions), and also breaks them down by industry groups (U.S. airlines, Travel Agents, etc.). Figures for the current year are compared to that of the previous year.

Table 2. Civil Rights Complaints - This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection that allege discrimination in air travel. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

Table 3. Discrimination Complaints - This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

TABLE 1. CONSUMER SUBMISSIONS SUMMARY

SUBMISSIONS ¹		
	JANUARY - DECEMBER 2023	JANUARY - DECEMBER 2022
US AIRLINES	67,661	52,558
FOREIGN AIRLINES	24,991	25,746
TRAVEL AGENTS/TOUR OPERATORS	3,162	6,365
MISCELLANEOUS	1,039	1,571
INDUSTRY TOTALS	96,853	86,240



¹Submissions (complaints, inquiries, and opinions)

TABLE 2. CIVIL RIGHTS COMPLAINTS

CIVIL RIGHTS COMPLAINTS		
	JANUARY - DECEMBER 2023	JANUARY - DECEMBER 2022
DISABILITY	2,685	2,098
DISCRIMINATION	223	176
INDUSTRY TOTALS	2,908	2,274

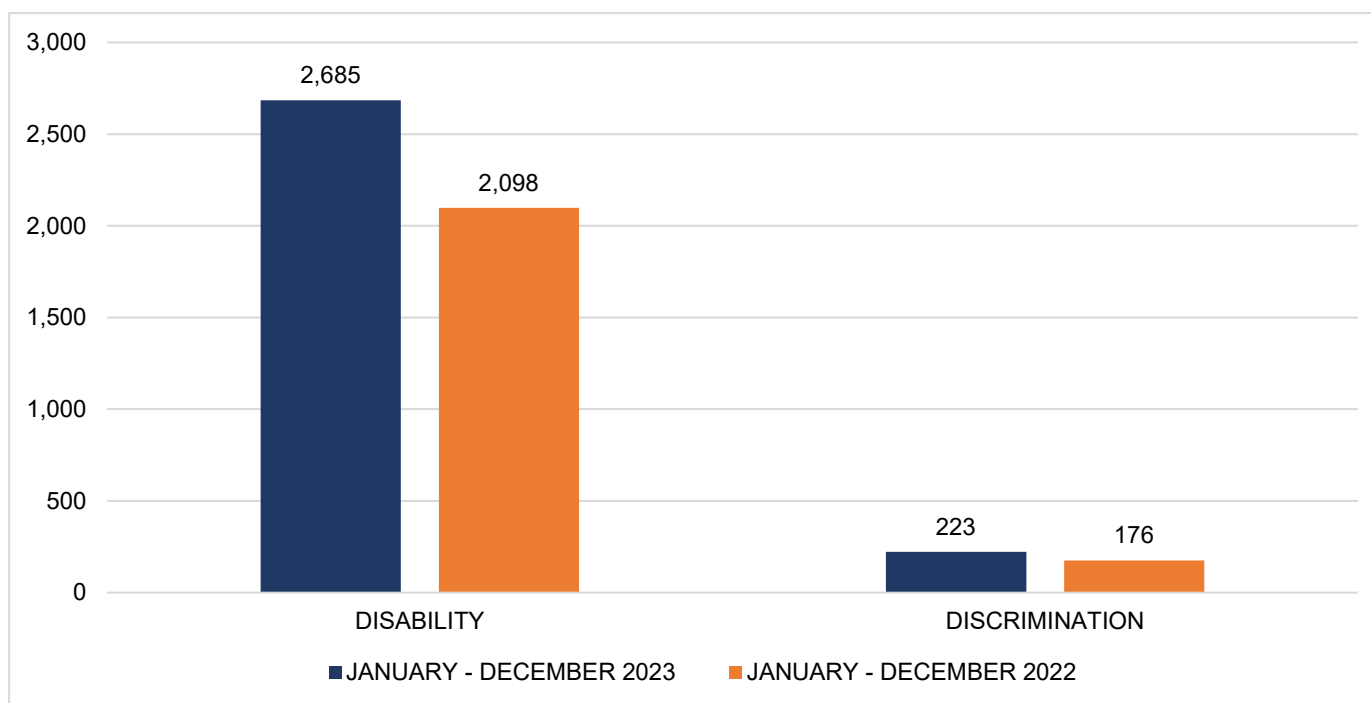


TABLE 3. DISCRIMINATION COMPLAINTS

DISCRIMINATION COMPLAINTS JANUARY - DECEMBER 2023		EL AL ISRAEL		SINGAPORE AIRLINES	
AEROLINEAS ARGENTINAS	1	NATIONAL ORIGIN	1	RACE	1
SEX	1	ETHIOPIAN AIRLINES	1	SMARTFARES.COM	1
AEROMEXICO	1	RACE	1	RELIGION	1
ETHNICITY/ANCESTRY	1	FLAIR AIRLINES	1	SOUTHWEST AIRLINES	14
AIR CANADA JAZZ	1	ETHNICITY/ANCESTRY	1	COLOR	2
RELIGION	1	FRONTIER AIRLINES	33	NATIONAL ORIGIN	3
AIR FRANCE	4	COLOR	1	RACE	7
ETHNICITY/ANCESTRY	1	ETHNICITY/ANCESTRY	1	RELIGION	1
RACE	3	NATIONAL ORIGIN	8	SEX	1
AIR INDIA	1	RACE	19	SPIRIT AIRLINES	15
NATIONAL ORIGIN	1	RELIGION	3	COLOR	4
ALASKA AIRLINES	8	SEX	1	ETHNICITY/ANCESTRY	1
COLOR	1	ITA AIRWAYS	2	NATIONAL ORIGIN	1
ETHNICITY/ANCESTRY	1	RACE	2	RACE	5
NATIONAL ORIGIN	3	JETBLUE AIRWAYS	11	SEX	4
RACE	3	AGE	1	SWISS AIR	1
ALLEGiant AIR	2	NATIONAL ORIGIN	4	NATIONAL ORIGIN	1
RACE	2	RACE	2	TURKISH AIRLINES	3
AMERICAN AIRLINES	42	RELIGION	2	ETHNICITY/ANCESTRY	2
COLOR	5	SEX	2	RACE	1
ETHNICITY/ANCESTRY	3	KUWAIT AIRWAYS	1	UNITED AIRLINES	26
NATIONAL ORIGIN	7	ETHNICITY/ANCESTRY	1	AGE	2
RACE	17	LATAM	1	COLOR	1
RELIGION	5	NATIONAL ORIGIN	1	NATIONAL ORIGIN	7
SEX	5	LOT POLISH AIRLINES	1	RACE	13
ANA ALL NIPPON AIRWAYS	1	NATIONAL ORIGIN	1	RELIGION	1
NATIONAL ORIGIN	1	LUFTHANSA	3	SEX	2
AVIANCA	2	NATIONAL ORIGIN	1	VIVAAEROBUS	1
ETHNICITY/ANCESTRY	1	RACE	1	RACE	1
RACE	1	RELIGION	1	VOLARIS AIRLINES	1
CATHAY PACIFIC AIRWAYS	1	NORSE ATLANTIC AIRWAYS	1	NATIONAL ORIGIN	1
RACE	1	SEX	1	ZIPAIR	1
CHINA EASTERN AIRLINES	1	PHILIPPINE AIRLINES	1	COLOR	1
ETHNICITY/ANCESTRY	1	SEX	1	TOTAL	223
COPA	1	QATAR AIRWAYS	1		
RACE	1	RELIGION	1		
DELTA AIR LINES	31	REPUBLIC AIRWAYS	1		
COLOR	2	RACE	1		
ETHNICITY/ANCESTRY	4	ROYAL JORDANIAN AIRLINES	1		
NATIONAL ORIGIN	7	NATIONAL ORIGIN	1		
RACE	13	SAS	1		
RELIGION	2	RACE	1		
SEX	3	SATA INTERNACIONAL	1		
		NATIONAL ORIGIN	1		

TABLE 4. DISCRIMINATION COMPLAINTS BY TYPE

2023 DISCRIMINATION COMPLAINTS BY TYPE	%
RACE	43.0%
NATIONAL ORIGIN	22.4%
SEX	9.4%
ETHNICITY/ANCESTRY	8.1%
RELIGION	8.1%
COLOR	7.6%
AGE	1.3%

2023 DISCRIMINATION COMPLAINTS BY TYPE

