

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, and also breaks them down by industry groups (U.S. airlines, Travel Agents, etc.). Figures for the current month are compared to the same month in the previous year.

Table 2. Submissions Regarding U.S. Airlines - shows the number of submissions about individual U.S. airlines, listed alphabetically. Figures for the current month are compared to the same month in the previous year.

Table 3. Submissions Regarding Companies Other Than U.S. Airlines - shows the number of submissions about individual foreign airlines, travel agents, etc.

Table 4. Submissions Regarding Large U.S. Marketing Airlines - shows the number of submissions about largest U.S. marketing airlines (those that account for at least half of one percent of total domestic scheduled-service passenger revenues).

Table 5. Civil Rights Complaints by Air Travelers - 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 6. Civil Rights Complaints by Air Travelers (Other than Disability, by Category) - 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.

AIR TRAVEL CONSUMER REPORT
TABLE 1. CONSUMER SUBMISSIONS SUMMARY

SUBMISSIONS		
	JUNE 2023	JUNE 2022
US AIRLINES	6,847	3,784
FOREIGN AIRLINES	2,059	2,155
TRAVEL AGENTS/TOUR OPERATORS	242	512
MISCELLANEOUS	56	101
INDUSTRY TOTALS	9,204	6,552

AIR TRAVEL CONSUMER REPORT
TABLE 2. SUBMISSIONS REGARDING U.S. AIRLINES

U.S. AIRLINES ¹	JUNE 2023
ALASKA AIRLINES	87
ALLEGiant AIR	119
AMERICAN AIRLINES	1,378
AVELO AIRLINES	28
BREEZE AIRWAYS	64
DELTA AIR LINES	715
FRONTIER AIRLINES	1,082
HAWAIIAN AIRLINES	58
JETBLUE AIRWAYS	518
LYNXAIR INTERNATIONAL	7
SILVER AIRWAYS	37
SOUTHERN AIRWAYS EXPRESS	8
SOUTHWEST AIRLINES	353
SPIRIT AIRLINES	702
SUN COUNTRY AIRLINES	78
UNITED AIRLINES	1,584
OTHER U.S. AIRLINES	29
TOTAL	6,847

¹AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS FOR U.S. AIRLINES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

AIR TRAVEL CONSUMER REPORT
TABLE 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES¹

FOREIGN AIRLINES	JUNE 2023				
AEGEAN AIRLINES	5	FRENCH BEE	13	VUELING AIRLINES	9
AER LINGUS	38	GOL AIRLINES	5	WEST JET	22
AEROMEXICO	70	IBERIA AIRLINES	69	ZIPAIR	6
AIR ASIA	6	ICELANDAIR	15	OTHER FOREIGN AIRLINES	75
AIR CANADA	162	ITA AIRWAYS	18	TOTALS	2,059
AIR EUROPA	9	JAPAN AIR LINES COMPANY	5		
AIR FRANCE	102	KENYA AIRWAYS	8		
AIR INDIA	59	KLM	39		
AIR SERBIA	6	KOREAN AIR LINES	9		
AIR TRANSAT	5	KUWAIT AIRWAYS	9		
ANA ALL NIPPON AIRWAYS	22	LATAM	23		
ASIANA AIRLINES	8	LOT POLISH AIRLINES	9		
AUSTRIAN AIRLINES	16	LUFTHANSA	184		
AVIANCA	76	NORSE ATLANTIC AIRWAYS	8		
BRITISH AIRWAYS	144	PHILIPPINE AIRLINES	39		
BRUSSELS AIRLINES	11	PLAY AIRLINES	6		
CARIBBEAN AIRLINES	5	PORTER AIRLINES	7		
CATHAY PACIFIC AIRWAYS	8	QANTAS AIRWAYS	10		
CHINA AIRLINES	8	QATAR AIRWAYS	97		
CONDOR	29	ROYAL AIR MAROC	17		
COPA	31	ROYAL JORDANIAN AIRLINES	5		
EGYPTAIR	17	RYANAIR	5		
EL AL ISRAEL	12	SAS	15		
EMIRATES AIRLINES	34	SAUDI ARABIAN AIRLINES	6		
ETHIOPIAN AIRLINES	17	SINGAPORE AIRLINES	34		
ETIHAD AIRWAYS	30	SWISS AIR	36		
EVA AIRWAYS	13	TAP	65		
FIJI AIRWAYS	10	TURKISH AIRLINES	94		
FINNAIR	5	VIRGIN ATLANTIC AIRWAYS	25		
FLAIR AIRLINES	5	VIVAAEROBUS	30		
		VOLARIS AIRLINES	79		

¹ENTITIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS ABOUT ENTITIES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TRAVEL AGENTS AND TOUR OPERATORS', ETC.

AIR TRAVEL CONSUMER REPORT
TABLE 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES¹ (CONTINUED)

TRAVEL AGENTS/TOUR OPERATORS	JUNE 2023
ASAPTICKETS.COM	9
BOOKING.COM	9
BUDGETAIR.COM	7
CHASE TRAVEL	7
CHEAPOAIR.COM	17
EDREAMS.COM	8
EXPEDIA.COM	20
GOTOGATE	12
HOPPER.COM	5
JUSTFLY.COM	7
KIWI.COM	30
MYTRIP.COM	5
ORBITZ.COM	7
PRICELINE.COM	17
TRIP.COM	8
OTHER TRAVEL AGENTS	73
TOTALS	241

MISCELLANEOUS	JUNE 2023
TSA	10
OTHER MISCELLANEOUS	46
TOTALS	56

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AIR TRAVEL CONSUMER REPORT

TABLE 4. CONSUMER SUBMISSIONS REGARDING LARGE U.S. MARKETING AIRLINES¹

U.S. AIRLINES¹	JUNE 2023	JUNE 2022
ALASKA AIRLINES NETWORK ²	87	81
ALLEGiant AIR	119	147
AMERICAN AIRLINES NETWORK ²	1,379	1,063
DELTA AIR LINES NETWORK ²	715	642
FRONTIER AIRLINES	1,082	349
HAWAIIAN AIRLINES	58	32
JETBLUE AIRWAYS	518	299
SOUTHWEST AIRLINES	353	180
SPIRIT AIRLINES	702	283
UNITED AIRLINES NETWORK ²	1,584	597
TOTAL	6,597	3,673

¹All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays" section of this report.

²Network branded Codeshare Partners are listed in the table below.

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Air Wisconsin Airlines	Horizon Air	Endeavor Air	Air Wisconsin Airlines
Envoy Air	SkyWest Airlines	Republic Airways	CommuteAir
PSA Airlines		SkyWest Airlines	GoJet Airlines
Piedmont Airlines			Mesa Airlines
Republic Airways			Republic Airways
SkyWest Airlines			SkyWest Airlines

AIR TRAVEL CONSUMER REPORT
TABLE 5. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS

DISABILITY COMPLAINTS		
AIRLINE	JUNE 2023	JUNE 2022
AER LINGUS	1	2
AEROMEXICO	3	2
AIR CANADA	2	2
AIR CHINA	1	0
AIR EUROPA	1	0
AIR FRANCE	3	0
AIR INDIA	1	0
ALASKA AIRLINES	9	4
ALLEGiant AIR	11	15
AMERICAN AIRLINES	51	24
AVELO AIRLINES	1	0
AVIANCA	3	1
BRITISH AIRWAYS	5	1
CHINA AIRLINES	1	0
COPA	1	0
DELTA AIR LINES	18	20
DENVER AIR CONN.	1	0
EMIRATES AIRLINES	2	3
FINNAIR	1	1
FLAIR AIRLINES	1	0
FRENCH BEE	1	10
FRONTIER AIRLINES	17	10
HAWAIIAN AIRLINES	2	0
JETBLUE AIRWAYS	27	18
KENYA AIRWAYS	1	0
KLM	1	6
KOREAN AIR LINES	2	0
KUWAIT AIRWAYS	1	0
LUFTHANSA	2	7
MOKULELE AIRLINES	1	1
PHILIPPINE AIRLINES	1	0

PLAY AIRLINES	1	0
QATAR AIRWAYS	3	0
ROYAL AIR MAROC	1	0
SINGAPORE AIRLINES	1	1
SOUTHWEST AIRLINES	29	17
SPIRIT AIRLINES	15	7
SUN COUNTRY	2	0
SWISS AIR	4	0
TAP	2	2
TURKISH AIRLINES	5	1
UNITED AIRLINES	39	11
VIRGIN ATLANTIC	1	0
VOLARIS AIRLINES	2	0
OTHER AIRLINES	0	9
TOTALS	278	175

DISCRIMINATION COMPLAINTS		
AIRLINE	JUNE 2023	JUNE 2022
ALASKA AIRLINES	2	1
ALLEGiant AIR	2	0
AMERICAN AIRLINES	1	3
COPA	1	0
DELTA AIR LINES	3	2
FRONTIER AIRLINES	6	0
JETBLUE AIRWAYS	3	0
LUFTHANSA	1	0
ROYAL JORDANIAN	1	0
SATA INTERNACIONAL	1	0
SOUTHWEST	2	3
SPIRIT AIRLINES	2	0
UNITED AIRLINES	8	3
OTHER AIRLINES	0	3
TOTALS	33	15

AIR TRAVEL CONSUMER REPORT

TABLE 6. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY, BY CATEGORY)

JUNE 2023							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA AIRLINES	1		1				
ALLEGiant AIR	2						
AMERICAN AIRLINES					1		
COPA	1						
DELTA AIR LINES	3						
FRONTIER AIRLINES	3		2		1		
JETBLUE AIRWAYS					1	1	1
LUFTHANSA					1		
ROYAL JORDANIAN		1					
SATA			1				
SOUTHWEST	1		1				
SPIRIT AIRLINES		1	1				
UNITED AIRLINES	5		1			1	1
TOTALS	16	2	7		4	2	2

One complaint may raise multiple grounds for discrimination. The Office of Aviation Consumer Protection categorizes each complaint based on the primary ground of the alleged discrimination.