

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		
	NOVEMBER 2023	NOVEMBER 2022
US AIRLINES	3,052	4,191
FOREIGN AIRLINES	1,514	2,535
TRAVEL AGENTS/TOUR OPERATORS	142	554
MISCELLANEOUS	75	112
INDUSTRY TOTALS	4,783	7,392

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

U.S. AIRLINES ¹	NOVEMBER 2023
ALASKA AIRLINES	59
ALLEGiant AIR	55
AMERICAN AIRLINES	683
AVELO AIRLINES	8
BREEZE AIRWAYS	18
DELTA AIR LINES	344
FRONTIER AIRLINES	426
HAWAIIAN AIRLINES	50
JETBLUE AIRWAYS	218
RED WAY AIRLINES	17
SILVER AIRWAYS	25
SOUTHWEST AIRLINES	146
SPIRIT AIRLINES	368
SUN COUNTRY AIRLINES	11
UNITED AIRLINES	602
OTHER U.S. AIRLINES	22
TOTAL	3,052

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	NOVEMBER 2023		
AEGEAN AIRLINES	6	KOREAN AIR LINES	7
AER LINGUS	22	KUWAIT AIRWAYS	11
AEROMEXICO	38	LATAM	28
AIR CANADA	87	LOT POLISH AIRLINES	8
AIR FRANCE	81	LUFTHANSA	131
AIR INDIA	42	NORSE ATLANTIC AIRWAYS	20
AIR SERBIA	10	NORWEGIAN AIR SHUTTLE	5
ANA ALL NIPPON AIRWAYS	7	PHILIPPINE AIRLINES	15
AUSTRIAN AIRLINES	6	QANTAS AIRWAYS	6
AVIANCA	63	QATAR AIRWAYS	83
BRITISH AIRWAYS	91	ROYAL AIR MAROC	13
BRUSSELS AIRLINES	5	ROYAL JORDANIAN AIRLINES	10
CATHAY PACIFIC AIRWAYS	6	SAS	15
CHINA AIRLINES	6	SAUDI ARABIAN AIRLINES	7
CONDOR	11	SINGAPORE AIRLINES	22
COPA	27	SWISS AIR	13
EGYPTAIR	31	TAP	36
EL AL ISRAEL	12	TURKISH AIRLINES	78
EMIRATES AIRLINES	28	VIRGIN ATLANTIC AIRWAYS	16
ETHIOPIAN AIRLINES	15	VIVAAEROBUS	19
ETIHAD AIRWAYS	23	VOLARIS AIRLINES	80
EVA AIRWAYS	14	VUELING AIRLINES	6
FIJI AIRWAYS	9	OTHER FOREIGN AIRLINES	100
FLAIR AIRLINES	7	TOTALS	1,514
IBERIA AIRLINES	46		
ICELANDAIR	20		
ITA AIRWAYS	26		
JAPAN AIR LINES	11		
KLM	35		

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	NOVEMBER 2023
EXPEDIA.COM	19
GOTOGATE	12
JUSTFLY.COM	9
KIWI.COM	17
MYTRIP.COM	8
PRICELINE.COM	9
OTHER TRAVEL AGENTS	68
TOTALS	142

MISCELLANEOUS	NOVEMBER 2023
OTHER MISCELLANEOUS	75
TOTALS	75

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AIR TRAVEL CONSUMER REPORT

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

U.S. AIRLINES¹	NOVEMBER 2023	NOVEMBER 2022
ALASKA AIRLINES NETWORK ²	59	103
ALLEGiant AIR	55	99
AMERICAN AIRLINES NETWORK ²	683	955
DELTA AIR LINES NETWORK ²	344	503
FRONTIER AIRLINES	426	1006
HAWAIIAN AIRLINES	50	37
JETBLUE AIRWAYS	218	324
SOUTHWEST AIRLINES	146	175
SPIRIT AIRLINES	368	333
UNITED AIRLINES NETWORK ²	602	525
TOTAL	2,951	4,060

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	CommuteAir
Envoy Air	SkyWest Airlines	Republic Airways	GoJet Airlines
PSA Airlines		SkyWest Airlines	Mesa Airlines
Piedmont Airlines			Republic Airways
Republic Airways			SkyWest Airlines
SkyWest Airlines			

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

DISABILITY COMPLAINTS		
AIRLINE	NOVEMBER 2023	NOVEMBER 2022
AER LINGUS	3	1
AIR CANADA	1	3
AIR FRANCE	3	2
AIR INDIA	1	0
AIR SERBIA	2	0
ALASKA AIRLINES	10	6
ALLEGiant AIR	9	9
AMERICAN AIRLINES	42	18
ANA ALL NIPPON	1	0
BRITISH AIRWAYS	3	5
DELTA AIR LINES	21	13
EL AL ISRAEL	1	0
FRONTIER AIRLINES	10	14
IBERIA AIRLINES	2	0
ITA AIRWAYS	1	0
JETBLUE AIRWAYS	10	17
KLM	1	1
LUFTHANSA	2	4
PHILIPPINE AIRLINES	1	0
QATAR AIRWAYS	1	3
ROYAL AIR MAROC	1	0
ROYAL JORDANIAN	1	0
SAS	1	0
SATA	1	0
SKY AIRLINE PERU	1	0
SOUTHWEST AIRLINES	15	16
SPIRIT AIRLINES	12	12
SWISS AIR	1	0
TURKISH AIRLINES	1	2

UNITED AIRLINES	23	15
VOLARIS AIRLINES	1	1
ZIP AIR	2	0
OTHER AIRLINES	0	22
TOTALS	185	164

DISCRIMINATION COMPLAINTS		
AIRLINE	NOVEMBER 2023	NOVEMBER 2022
AEROMEXICO	1	0
AIR CANADA JAZZ	1	0
AIR FRANCE	3	0
AMERICAN AIRLINES	6	2
AVIANCA	1	0
DELTA AIR LINES	6	1
ETHIOPIAN AIRLINES	1	0
FLAIR AIRLINES	1	0
FRONTIER AIRLINES	7	3
QATAR AIRWAYS	1	0
SOUTHWEST AIRLINES	2	0
SPIRIT AIRLINES	3	0
UNITED AIRLINES	2	1
OTHER AIRLINES	0	4
TOTALS	35	11

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2023							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AEROMEXICO		1					
AIR CANADA JAZZ					1		
AIR FRANCE	2	1					
AMERICAN AIRLINES	2	2		1		1	
AVIANCA		1					
DELTA AIR LINES	1	3	1	1			
ETHIOPIAN AIRLINES	1						
FLAIR AIRLINES		1					
FRONTIER AIRLINES	4	1	1	1			
QATAR AIRWAYS					1		
SOUTHWEST AIRLINES	2						
SPIRIT AIRLINES				1		2	
UNITED AIRLINES			1		1		
TOTALS	12	10	3	4	3	3	

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.