

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		
	OCTOBER 2023	OCTOBER 2022
US AIRLINES	3,719	3,466
FOREIGN AIRLINES	1,806	2,165
TRAVEL AGENTS/TOUR OPERATORS	165	444
MISCELLANEOUS	93	164
INDUSTRY TOTALS	5,783	6,239

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

U.S. AIRLINES ¹	OCTOBER 2023
ALASKA AIRLINES	95
ALLEGiant AIR	85
AMERICAN AIRLINES	761
AVELO AIRLINES	10
BREEZE AIRWAYS	23
DELTA AIR LINES	493
FRONTIER AIRLINES	600
HAWAIIAN AIRLINES	49
JETBLUE AIRWAYS	260
LYNXAIR INTERNATIONAL	6
RED WAY AIRLINES	28
SILVER AIRWAYS	38
SOUTHWEST AIRLINES	156
SPIRIT AIRLINES	381
SUN COUNTRY AIRLINES	15
UNITED AIRLINES	697
OTHER US AIRLINES	22
TOTAL	3,719

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	OCTOBER 2023		
AEGEAN AIRLINES	6	JAPAN AIR LINES COMPANY	21
AER LINGUS	28	KENYA AIRWAYS	5
AEROFLOT	5	KLM	40
AEROMEXICO	27	KOREAN AIR LINES	7
AIR CANADA	107	KUWAIT AIRWAYS	10
AIR FRANCE	100	LATAM	20
AIR INDIA	39	LEVEL	5
AIR SERBIA	7	LOT POLISH AIRLINES	8
ANA ALL NIPPON AIRWAYS	34	LUFTHANSA	172
ASIANA AIRLINES	5	NORSE ATLANTIC AIRWAYS	37
AUSTRIAN AIRLINES	13	PAKISTAN INTERNATIONAL AIRLINES	5
AVIANCA	43	PHILIPPINE AIRLINES	23
BRITISH AIRWAYS	112	QATAR AIRWAYS	87
BRUSSELS AIRLINES	6	ROYAL AIR MAROC	23
CATHAY PACIFIC AIRWAYS	15	ROYAL JORDANIAN AIRLINES	9
CONDOR	18	SAS	6
COPA	25	SATA INTERNACIONAL	5
EGYPTAIR	24	SAUDI ARABIAN AIRLINES	12
EL AL ISRAEL	19	SINGAPORE AIRLINES	17
EMIRATES AIRLINES	25	SWISS AIR	41
ETHIOPIAN AIRLINES	24	TAP	48
ETIHAD AIRWAYS	24	TURKISH AIRLINES	133
EVA AIRWAYS	5	VIRGIN ATLANTIC AIRWAYS	18
FIJI AIRWAYS	7	VIVAAEROBUS	21
FLAIR AIRLINES	7	VOLARIS AIRLINES	72
FRENCH BEE	6	VUELING AIRLINES	10
IBERIA AIRLINES	56	WEST JET	13
ICELANDAIR	19	ZIPAIR	5
ITA AIRWAYS	34	OTHER FOREIGN AIRLINES	93
		TOTALS	1,806

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	OCTOBER 2023
BOOKING.COM	6
CHASE TRAVEL	5
CHEAPOAIR.COM	8
EDREAMS.COM	11
EXPEDIA.COM	15
GOTOGATE	9
JUSTFLY.COM	8
KIWI.COM	23
ORBITZ.COM	8
PRICELINE.COM	10
OTHER TRAVEL AGENTS	61
OTHER TOUR OPERATORS	1
TOTALS	165

MISCELLANEOUS	OCTOBER 2023
TSA	15
OTHER MISCELLANEOUS	78
TOTALS	93

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AIR TRAVEL CONSUMER REPORT

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

U.S. AIRLINES¹	OCTOBER 2023	OCTOBER 2022
ALASKA AIRLINES NETWORK ²	95	94
ALLEGiant AIR	85	76
AMERICAN AIRLINES NETWORK ²	761	836
DELTA AIR LINES NETWORK ²	493	438
FRONTIER AIRLINES	600	520
HAWAIIAN AIRLINES	49	37
JETBLUE AIRWAYS	260	349
SOUTHWEST AIRLINES	156	177
SPIRIT AIRLINES	381	327
UNITED AIRLINES NETWORK ²	697	473
TOTAL	3,577	3,327

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	OCTOBER 2023	OCTOBER 2022
AEROMEXICO	1	1
AIR FRANCE	3	1
AIR INDIA	3	4
ALASKA AIRLINES	11	12
ALLEGiant AIR	10	16
AMERICAN AIRLINES	40	26
ANA ALL NIPPON	2	0
ASIANA AIRLINES	1	0
AUSTRIAN AIRLINES	1	0
AVIANCA	2	0
BREEZE AIRWAYS	2	1
BRITISH AIRWAYS	6	4
COPA	1	1
DELTA AIR LINES	30	25
EMIRATES AIRLINES	1	1
ETHIOPIAN AIRLINES	1	1
EVA AIRWAYS	1	0
FRENCH BEE	1	0
FRONTIER AIRLINES	14	15
HAWAIIAN AIRLINES	1	0
IBERIA AIRLINES	2	1
JETBLUE AIRWAYS	11	16
KENYA AIRWAYS	1	0
KLM	1	2
LUFTHANSA	2	2
MOKULELE AIRLINES	1	0
SAS	1	0
SILVER AIRWAYS	1	0
SOUTHWEST AIRLINES	14	20

SPIRIT AIRLINES	10	11
TURKISH AIRLINES	3	0
UNITED AIRLINES	22	18
WEST JET	1	0
OTHER AIRLINES	0	28
TOTALS	202	206

DISCRIMINATION COMPLAINTS		
AIRLINE	OCTOBER 2023	OCTOBER 2022
AMERICAN AIRLINES	5	2
DELTA AIR LINES	5	3
UNITED AIRLINES	1	2
FRONTIER AIRLINES	1	0
SOUTHWEST AIRLINES	1	1
TURKISH AIRLINES	1	0
LOT POLISH AIRLINES	1	0
PHILIPPINE AIRLINES	1	0
VOLARIS AIRLINES	1	0
OTHER AIRLINES	0	8
TOTALS	17	16

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN AIRLINES	1		1		1	2	
DELTA AIR LINES	2	1	2				
FRONTIER AIRLINES			1				
LOT POLISH AIRLINES							1
PHILIPPINE AIRLINES						1	
SOUTHWEST AIRLINES					1		
TURKISH AIRLINES		1					
UNITED AIRLINES	1						
VOLARIS AIRLINES			1				
TOTALS	4	2	5		2	3	1

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.