

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		
	SEPTEMBER 2023	SEPTEMBER 2022
US AIRLINES	5,125	3,994
FOREIGN AIRLINES	2,128	2,367
TRAVEL AGENTS/TOUR OPERATORS	169	452
MISCELLANEOUS	88	120
INDUSTRY TOTALS	7,510	6,933

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

U.S. AIRLINES¹	SEPTEMBER 2023
ALASKA AIRLINES	80
ALLEGiant AIR	109
AMERICAN AIRLINES	1,195
AVELO AIRLINES	15
BREEZE AIRWAYS	41
CONTOUR AIRLINES	7
DELTA AIR LINES	696
FRONTIER AIRLINES	626
HAWAIIAN AIRLINES	61
JETBLUE AIRWAYS	500
LYNXAIR INTERNATIONAL	8
RED WAY AIRLINES	17
SILVER AIRWAYS	34
SOUTHWEST AIRLINES	227
SPIRIT AIRLINES	433
SUN COUNTRY AIRLINES	19
UNITED AIRLINES	1,033
OTHER U.S. AIRLINES	24
TOTAL	5,125

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	SEPTEMBER 2023		
AEGEAN AIRLINES	16	JAPAN AIR LINES	5
AER LINGUS	30	KLM	45
AEROMEXICO	41	KUWAIT AIRWAYS	7
AIR ASIA	6	LATAM	19
AIR CANADA	145	LEVEL	6
AIR FRANCE	109	LOT POLISH AIRLINES	16
AIR INDIA	55	LUFTHANSA	242
AIR NEW ZEALAND	5	NORSE ATLANTIC AIRWAYS	37
AIR SERBIA	10	NORWEGIAN AIR SHUTTLE	7
ANA ALL NIPPON AIRWAYS	7	PHILIPPINE AIRLINES	18
AUSTRIAN AIRLINES	16	PLAY AIRLINES	7
AVIANCA	60	PORTER AIRLINES	6
BRITISH AIRWAYS	152	QANTAS AIRWAYS	8
BRUSSELS AIRLINES	10	QATAR AIRWAYS	93
CARIBBEAN AIRLINES	5	ROYAL AIR MAROC	22
CATHAY PACIFIC AIRWAYS	15	ROYAL JORDANIAN AIRLINES	5
CHINA AIRLINES	7	RYANAIR	13
CONDOR	30	SAS	19
COPA	22	SATA INTERNACIONAL	9
EGYPTAIR	48	SAUDI ARABIAN AIRLINES	7
EL AL	8	SINGAPORE AIRLINES	18
EMIRATES AIRLINES	34	SWISS AIR	48
ETHIOPIAN AIRLINES	22	TAP	59
ETIHAD AIRWAYS	30	TURKISH AIRLINES	150
EVA AIRWAYS	17	VIRGIN ATLANTIC AIRWAYS	19
FIJI AIRWAYS	5	VIVAAEROBUS	9
FINNAIR OY	7	VOLARIS AIRLINES	60
FRENCH BEE	10	VUELING AIRLINES	10
IBERIA AIRLINES	60	WEST JET	18
ICELANDAIR	28	OTHER FOREIGN AIRLINES	92
ITA AIRWAYS	44	TOTALS	2,128

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 AND TOUR OPERATORS	SEPTEMBER 2023	MISCELLANEOUS	SEPTEMBER 2023
ASAPTICKETS.COM	5	FAA	7
BOOKING.COM	5	TSA	7
BUDGETAIR.COM	5	OTHER MISCELLANEOUS	74
CHASE TRAVEL	7	TOTALS	88
CHEAPOAIR.COM	8		
EXPEDIA.COM	17		
FLIGHTHUB	5		
GOTOGATE	7		
JUSTFLY.COM	5		
KIWI.COM	27		
MYTRIP.COM	6		
ORBITZ.COM	6		
PRICELINE.COM	8		
TRAVELOCITY.COM	5		
TRIP.COM	6		
OTHER TRAVEL AGENTS/TOUR OPERATORS	47		
TOTALS	169		

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AIR TRAVEL CONSUMER REPORT

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

U.S. AIRLINES¹	SEPTEMBER 2023	SEPTEMBER 2022
ALASKA AIRLINES NETWORK ²	80	90
ALLEGiant AIR	109	116
AMERICAN AIRLINES NETWORK ²	1,195	1,105
DELTA AIR LINES NETWORK ²	696	575
FRONTIER AIRLINES	626	433
HAWAIIAN AIRLINES	61	30
JETBLUE AIRWAYS	500	331
SOUTHWEST AIRLINES	227	234
SPIRIT AIRLINES	433	285
UNITED AIRLINES NETWORK ²	1,033	692
TOTAL	4,960	3,891

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	SEPTEMBER 2023	SEPTEMBER 2022
AEROMEXICO	4	2
AIR CANADA	1	1
AIR FRANCE	2	1
AIR INDIA	3	2
ALASKA AIRLINES	7	7
ALLEGiant AIR	5	25
AMERICAN AIRLINES	27	26
ASIANA AIRLINES	1	0
AVELO AIRLINES	1	0
BREEZE AIRWAYS	2	0
BRITISH AIRWAYS	2	3
DELTA AIR LINES	19	7
EASY JET	1	0
EGYPTAIR	1	0
FRONTIER AIRLINES	8	12
HAWAIIAN AIRLINES	1	1
ICELANDAIR	2	1
ITA AIRWAYS	1	0
JETBLUE AIRWAYS	10	16
LUFTHANSA	2	6
OTHER AIRLINES	0	29
QATAR AIRWAYS	1	4
SAS	1	1
SOUTHWEST AIRLINES	18	17
SPIRIT AIRLINES	14	5
SWISS AIR	1	1
TURKISH AIRLINES	2	2
UNITED AIRLINES	18	16

VOLARIS AIRLINES	2	2
WEST JET	1	1
TOTALS	155	185

DISCRIMINATION COMPLAINTS		
AIRLINE	SEPTEMBER 2023	SEPTEMBER 2022
AIR INDIA	1	0
ITA AIRWAYS	1	0
NORSE ATLANTIC	1	0
SOUTHWEST AIRLINES	1	2
SPIRIT AIRLINES	1	0
TURKISH AIRLINES	1	0
UNITED AIRLINES	1	1
AMERICAN AIRLINES	3	5
DELTA AIR LINES	3	2
OTHER AIRLINES	0	2
TOTALS	13	12

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2023							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AIR INDIA		1					
AMERICAN	2	1					
DELTA	1		1		1		
ITA AIRWAYS	1						
NORSE						1	
SOUTHWEST	1						
SPIRIT						1	
TURKISH	1						
UNITED			1				
TOTALS	6	2	2		1	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.