

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 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		
	APRIL 2024	APRIL 2023
US AIRLINES	4,031	5,095
FOREIGN AIRLINES	1,497	1,817
TRAVEL AGENTS/TOUR OPERATORS	134	321
MISCELLANEOUS	34	95
INDUSTRY TOTALS	5,696	7,328

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

U.S. AIRLINES¹	APRIL 2024
ALASKA AIRLINES	69
ALLEGiant AIR	51
AMERICAN AIRLINES	1,229
AVELO AIRLINES	24
BREEZE AIRWAYS	39
CONTOUR AIRLINES	8
DELTA AIR LINES	416
FRONTIER AIRLINES	633
HAWAIIAN AIRLINES	41
JETBLUE AIRWAYS	269
SILVER AIRWAYS	14
SOUTHERN AIRWAYS EXPRESS	5
SOUTHWEST AIRLINES	200
SPIRIT AIRLINES	379
SUN COUNTRY AIRLINES	14
UNITED AIRLINES	620
Other U.S. Airlines	20
TOTAL	4,031

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

FOREIGN AIRLINES	APRIL 2024		
AER LINGUS	6	KLM	24
AEROMEXICO	29	KUWAIT AIRWAYS	5
AIR CANADA	52	LATAM	25
AIR EUROPA	10	LEVEL	8
AIR FRANCE	66	LOT POLISH AIRLINES	8
AIR INDIA	48	LUFTHANSA	197
ANA ALL NIPPON AIRWAYS	6	NORSE ATLANTIC AIRWAYS	16
AUSTRIAN AIRLINES	8	NORWEGIAN AIR SHUTTLE	5
AVIANCA	61	PHILIPPINE AIRLINES	8
BRITISH AIRWAYS	59	PLAY AIRLINES	9
BRUSSELS AIRLINES	5	QANTAS AIRWAYS	5
CATHAY PACIFIC AIRWAYS	8	QATAR AIRWAYS	90
CHINA AIRLINES	6	ROYAL AIR MAROC	20
CONDOR	10	ROYAL JORDANIAN AIRLINES	5
COPA	31	SAS	14
EGYPTAIR	10	SATA INTERNACIONAL	12
EMIRATES AIRLINES	57	SAUDI ARABIAN AIRLINES	10
ETHIOPIAN AIRLINES	11	SINGAPORE AIRLINES	15
ETIHAD AIRWAYS	22	SWISS AIR	23
EUROWINGS DISCOVER	9	TAP	44
EVA AIRWAYS	10	TURKISH AIRLINES	107
FLAIR AIRLINES	11	VIRGIN ATLANTIC AIRWAYS	14
FRENCH BEE	7	VIVAAEROBUS	27
IBERIA AIRLINES	58	VOLARIS AIRLINES	58
ICELANDAIR	11	WEST JET	7
ITA AIRWAYS	30	OTHER FOREIGN AIRLINES	89
JAPAN AIR LINES COMPANY	6	TOTALS	1,497
KENYA AIRWAYS	5		

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

TRAVEL AGENTS/TOUR OPERATORS	APRIL 2024	MISCELLANEOUS	APRIL 2024
BOOKING.COM	11	FAA	7
CHEAPOAIR.COM	12	TSA	5
EXPEDIA.COM	23	OTHER MISCELLANEOUS	22
KIWI.COM	10	TOTALS	34
PRICELINE.COM	11		
OTHER TRAVEL AGENTS	67		
TOTALS	134		

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AIR TRAVEL CONSUMER REPORT

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

U.S. AIRLINES ¹	APRIL 2024	APRIL 2023
ALASKA AIRLINES NETWORK ²	69	53
ALLEGiant AIR	51	100
AMERICAN AIRLINES NETWORK ²	1,229	901
DELTA AIR LINES NETWORK ²	416	540
FRONTIER AIRLINES	633	908
HAWAIIAN AIRLINES	41	53
JETBLUE AIRWAYS	269	353
SOUTHWEST AIRLINES	200	348
SPIRIT AIRLINES	379	632
UNITED AIRLINES NETWORK ²	620	667
TOTAL	3,907	4,555

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	APRIL 2024	APRIL 2023
AEROMEXICO	2	0
AIR CHINA	1	0
AIR EUROPA	1	0
AIR FRANCE	4	4
ALASKA AIRLINES	2	7
ALLEGiant AIR	2	6
AMERICAN AIRLINES	41	35
AVELO AIRLINES	1	0
AVIANCA	1	0
COPA	1	0
DELTA AIR LINES	23	31
EUROWINGS DISCOVER	2	0
FLAIR AIRLINES	1	0
FRONTIER AIRLINES	16	13
HAWAIIAN AIRLINES	1	4
IBERIA AIRLINES	2	1
JETBLUE AIRWAYS	13	17
KLM	1	1
LUFTHANSA	1	5
QATAR AIRWAYS	1	7
SAS	2	0
SATA INTERNACIONAL	1	0
SOUTHWEST AIRLINES	14	14
SPIRIT AIRLINES	15	18
SUN COUNTRY	1	2
TAP	1	1
TRADEWIND AVIATION	1	0
TURKISH AIRLINES	1	2

UNITED AIRLINES	25	19
VIVA AEROBUS	1	0
WEST JET	3	0
OTHER AIRLINES	0	23
TOTALS	182	210

DISCRIMINATION COMPLAINTS		
AIRLINE	APRIL 2024	APRIL 2023
DELTA AIR LINES	2	1
EL AL	1	0
JETBLUE AIRWAYS	1	1
SOUTHWEST AIRLINES	1	0
UNITED AIRLINES	1	1
OTHER AIRLINES	0	4
TOTALS	6	7

AIR TRAVEL CONSUMER REPORT

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

APRIL 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
DELTA AIR LINES		1					
EL AL					1		
JETBLUE AIRWAYS	1						
SOUTHWEST AIRLINES						1	
UNITED AIRLINES	1				1		
TOTALS	2	1			2	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.