

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 7,462

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	141
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	103
AIR BUSAN	0
AIR CANADA	618
AIR CANADA ROUGE LP	268
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	22
AIR INDIA	4
AIR NEW ZEALAND LIMITED	22
AIR NORTH	0
AIR SENEGAL SA	0
AIR SERBIA	0
AIR TAHITI NUI AIRLINES	16
AIR TRANSAT A.T., INC.	12
AIRHUB AIRLINES LIMITED	0
ALL NIPPON AIRWAYS CO., LTD.	14
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	18
AUSTRIAN AIRLINES AG	32
AVIANCA, ECUADOR S.A.	0
AVIANCA, S.A.	19
AVION EXPRESS MALTA	0
AZUL BRAZILIAN AIRLINES	6
BAHAMASAIR HOLDINGS LIMITED	0
BOLIVIANA DE AVIACION	0
BRADLEY CANADIAN NORTH	0
BRITISH AIRWAYS PLC	1,782
BRUSSELS AIRLINES	0
CARIBBEAN AIRLINES LIMITED	4
CATHAY PACIFIC AIRWAYS LIMITED	15
CAYMAN AIRWAYS LIMITED	0

CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	3
CHINA EASTERN AIRLINES CORPORATION	0
CHINA SOUTHERN AIRLINES	1
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	115
CONDOR FLUGDIENST GMBH	14
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	269
DREAMJET D/B/A LACOMPAGNIE	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	52
EMIRATES	551
ETHIOPIAN AIRLINES ENTERPRISE	4
ETIHAD AIRWAYS P.J.S.C.	33
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	2
EVELOP AIRLINES	0
EW DISCOVER GMBH	23
FIJI AIRWAYS	9
FINNAIR OY D/B/A FINNAIR OYJ	7
FLAIR AIRLINES	0
FLY PLAY HF.	5
GLOBAL JET ARUBA	0
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	2
HAINAN AIRLINES COMPANY LTD	0
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HONG KONG EXPRESS AIRWAYS LIMITED	0
IBERIA LINEAS AEREAS DE ESPANA, S.A	118
ICELANDAIR EHF.	16
ITA AIRWAYS	29
JAPAN AIRLINES INTERNATIONAL CO.	16
JAZZ AVIATION LP	347
JEJU AIR COMPANY LIMITED	0
JET AVIATION FLIGHT SERVICES MALTA	0
JETSTAR AIRWAYS PTY LIMITED	6
JIN AIR	0

K5-AVIATION GMBH	0
KENYA AIRWAYS PLC	2
KLM ROYAL DUTCH AIRLINES, N.V.	208
KOREAN AIR LINES CO., LTD.	25
KUWAIT AIRWAYS CORPORATION	3
LATAM AIRLINES BRASIL S.A.	31
LATAM AIRLINES COLUMBIA S.A.	6
LATAM AIRLINES ECUADOR S.A.	3
LATAM AIRLINES GROUP S.A.	7
LATAM AIRLINES PERU S.A.	33
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	5
LUXAVIATION E.A., S.A.	0
LYNX AIR	13
MALAYSIA AIRLINES	0
MJET GMBH	0
NEOS SPA	0
NOLINOR AVIATION	0
NORSE ATLANTIC AIRWAYS AS	25
PAKISTAN INT'L AIRLINES CORPORATION	0
PHENIX JET CAYMAN SEZC	0
PHILIPPINE AIRLINES, INC.	6
POLSKIE LINIE LOTNICZE LOT, S.A.	56
PORTER AIRLINES INC.	9
QANTAS AIRWAYS LIMITED	91
QATAR AIRWAYS Q.C.S.C.	255
ROYAL AIR MAROC	10
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	3
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	1
SCANDINAVIAN AIRLINES SYSTEM	88
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	3
SKY AIRLINE	0
SKYMARK AIRLINES	0
SMARTWINGS, A.S.	0
SOCIETE AIR FRANCE	779
SRILANKAN AIRLINES LIMITED	0
SUNCLASS AIRLINES APS	0
SUNWING AIRLINES	3
SURINAM AIRWAYS	0

SWISS INTERNATIONAL AIR LINES LTD.	51
SWOOP INC	7
TACA INTERNATIONAL AIRLINES, S.A.	13
TAP AIR PORTUGAL	15
TITAN AIRWAYS LIMITED	0
TRANSPORTES AEREOS DE CABO VERDE	0
TUI AIRLINES BELGIUM	0
TUI AIRWAYS LIMITED	36
TURKISH AIRLINES TURK HAVA YOLLARI	238
TWAY AIR	0
UZBEKISTAN AIRWAYS	1
VIETNAM AIRLINES	0
VIRGIN ATLANTIC AIRWAYS LIMITED	524
VIRGIN AUSTRALIA	0
VOLARIS	25
VOLARIS COSTA RICA	0
VUELA EL SALVADOR, S.A. DE C.V.	1
WAMOS AIR	0
WESTJET	167
WORLD 2 FLY PORTUGAL SA	0
WORLD2FLY	0
XIAMEN AIRLINES	0
Total	7,462

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	1	0	0	5	0	31	36	0	98	5	9	2	4
Refusal to Board w/o Attendant	1	0	0	0	0	3	1	0	4	0	2	0	0
Security Issues Regarding Disability	1	0	0	0	0	15	2	0	10	0	2	0	0
Aircraft Not Accessible	1	1	0	1	1	9	0	0	9	0	0	0	0
Airport Not Accessible	3	2	0	2	0	26	0	0	19	2	0	0	0
Advance Notice Dispute	1	1	1	2	0	23	2	0	22	1	4	0	8
Seating Accommodation	12	12	3	12	2	295	9	0	427	84	16	0	12
Failure to Provide Assistance	39	32	3	70	2	2,919	19	0	478	28	21	1	128
Damage to Assistive Device	0	1	0	28	4	357	1	0	15	113	1	0	0
Storage and Delay of Assistive Device	2	1	1	30	4	255	9	0	105	155	1	0	3
Service Animal Problem	4	2	0	0	0	3	0	0	114	4	11	0	2
Unsatisfactory Info	4	2	2	7	0	87	6	0	85	6	4	0	19
Other	12	17	3	41	1	488	7	2	337	23	11	0	75