

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 7,443

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	222
AEROENLACES NACIONALES S.A. DE C.V.	1
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	124
AIR BUSAN	0
AIR CANADA	609
AIR CANADA ROUGE LP	274
AIR CHINA	3
AIR EUROPA LINEAS AEREAS, S.A.U.	24
AIR INDIA	0
AIR NEW ZEALAND LIMITED	26
AIR NORTH	0
AIR SERBIA	2
AIR TAHITI NUI AIRLINES	7
AIR TRANSAT A.T., INC.	9
AIR X CHARTER LTD	0
AIRHUB AIRLINES LIMITED	0
ALL NIPPON AIRWAYS CO., LTD.	16
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	31
AUSTRIAN AIRLINES AG	32
AVIANCA, ECUADOR S.A.	2
AVIANCA, S.A.	15
AVION EXPRESS MALTA	0
AZUL BRAZILIAN AIRLINES	57
BAHAMASAIR HOLDINGS LIMITED	0
BOLIVIANA DE AVIACION	0
BRADLEY CANADIAN NORTH	0
BRITISH AIRWAYS PLC	1,257
BRUSSELS AIRLINES	1
CARIBBEAN AIRLINES LIMITED	26
CATHAY PACIFIC AIRWAYS LIMITED	41
CAYMAN AIRWAYS LIMITED	1
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	6

CHINA EASTERN AIRLINES CORPORATION	0
CHINA SOUTHERN AIRLINES	10
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	309
CONDOR FLUGDIENST GMBH	11
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	422
EDELWEISS AIR AG	0
EL AL ISRAEL AIRLINES LTD.	96
EMIRATES	551
ETIHAD AIRWAYS P.J.S.C.	44
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	4
EVELOP AIRLINES	0
EW DISCOVER GMBH	36
FIJI AIRWAYS	35
FINNAIR OY D/B/A FINNAIR OYJ	6
FLY PLAY HF.	8
FRENCH BEE	10
GALISTAIR	0
GLOBAL JET ARUBA	0
GLOBAL JET AUSTRIA	0
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	3
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HISKY EUROPE S.R.L	0
HONG KONG EXPRESS AIRWAYS LIMITED	0
IBERIA LINEAS AEREAS DE ESPANA, S.A	157
ICELANDAIR EHF.	23
ITA AIRWAYS	29
JAPAN AIRLINES INTERNATIONAL CO.	3
JAZZ AVIATION LP	249
JEJU AIR COMPANY LIMITED	0
JET AVIATION BUSINESS JETS AG	0
JET AVIATION FLIGHT SERVICES MALTA	0
JETSTAR AIRWAYS PTY LIMITED	10
JIN AIR	0
K5-AVIATION GMBH	0
KELOWNA FLIGHTCRAFT AIR CHARTER LTD	0
KENYA AIRWAYS PLC	1
KLM ROYAL DUTCH AIRLINES, N.V.	249
KOREAN AIR LINES CO., LTD.	12

KUWAIT AIRWAYS CORPORATION	1
LATAM AIRLINES BRASIL S.A.	22
LATAM AIRLINES COLUMBIA S.A.	3
LATAM AIRLINES ECUADOR S.A.	1
LATAM AIRLINES GROUP S.A.	14
LATAM AIRLINES PERU S.A.	19
LINEAS AEREAS COSTARRICENSES S.A.	0
MALAYSIA AIRLINES	0
MJET GMBH	0
MIAT MONGOLIAN AIRLINES	0
NEOS SPA	0
NOLINOR AVIATION	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHENIX JET CAYMAN SEZC	0
PHILIPPINE AIRLINES, INC.	6
PLUS ULTRA LINEAS AEREAS, S.A.	0
POLSKIE LINIE LOTNICZE LOT, S.A.	69
PORTER AIRLINES INC.	2
PORTER AIRLINES (CANADA) LTD.	7
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	28
QATAR AIRWAYS Q.C.S.C.	159
ROYAL AIR MAROC	17
ROYAL JORDANIAN AIRLINE	5
SAMOA AIRWAYS	0
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	4
SCANDINAVIAN AIRLINES SYSTEM	87
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	4
SKY AIRLINE	0
SKYMARK AIRLINES	0
SMARTWINGS, A.S.	0
SOCIETE AIR FRANCE	789
SRILANKAN AIRLINES LIMITED	1
STARLUX AIRLINES	8
SUNCLASS AIRLINES APS	0
SUNWING AIRLINES	2
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	48
TACA INTERNATIONAL AIRLINES, S.A.	12
TAP AIR PORTUGAL	28
THAI AIRWAYS INTERNATIONAL PUBLIC CO. LTD.	0
TITAN AIRWAYS LIMITED	0
TRANSPORTES AEREOS DE CABO VERDE	0

TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	1
TUI AIRWAYS LIMITED	42
TURKISH AIRLINES TURK HAVA YOLLARI	318
TWAY AIR	0
UZBEKISTAN AIRWAYS	1
VIETNAM AIRLINES	4
VIRGIN ATLANTIC AIRWAYS LIMITED	561
VOLARIS	36
VOLARIS COSTA RICA	1
VUELA EL SALVADOR, S.A. DE C.V.	4
WAMOS AIR	0
WESTJET	72
WORLD 2 FLY PORTUGAL SA	0
WORLD2FLY	0
XIAMEN AIRLINES	1
ZIPAIR	2
Total	7,443

Summary of Disability-Related Complaints Per Category CY2024: Foreign Carriers

	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	3	6	0	1	1	40	90	4	159	5	6	0	10
Refusal to Board w/o Attendant	1	5	1	0	0	5	3	0	4	0	3	0	0
Security Issues Regarding Disability	0	0	0	2	0	8	2	0	9	2	0	0	3
Aircraft Not Accessible	1	2	0	7	0	7	0	0	11	0	1	0	1
Airport Not Accessible	0	0	0	1	1	11	0	0	11	1	0	0	1
Advance Notice Dispute	1	0	1	2	0	18	4	0	12	1	1	0	14
Seating Accommodation	22	19	4	25	7	332	10	0	667	9	37	1	24
Failure to Provide Assistance	35	16	9	73	2	2,827	14	0	488	22	21	1	130
Damage to Assistive Device	0	0	0	25	2	332	1	0	30	83	0	0	1
Storage and Delay of Assistive Device	2	1	0	19	1	190	9	0	172	77	0	0	4
Service Animal Problem	0	5	0	2	0	6	0	0	179	6	10	1	4
Unsatisfactory Info	6	8	2	9	0	68	5	0	68	12	3	0	19
Other	13	8	1	14	2	324	7	0	273	21	16	4	120