

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ACROPOLIS AVIATION LTD (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AER LINGUS LIMITED (2024)**

Total number of complaints reported to DOT: 222

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	1	2
Aircraft Not Accessible	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	2	0	0	0	1	3
Seating Accommodation	0	0	0	0	0	4	0	0	40	0	0	0	0	44
Failure to Provide Assistance	1	2	0	1	0	12	1	0	77	0	0	0	1	95
Damage to Assistive Device	0	0	0	0	0	30	0	0	2	0	0	0	0	32
Storage and Delay of Assistive Device	0	0	0	0	0	27	0	0	5	0	0	0	0	32
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Other	0	0	0	0	0	0	0	0	3	0	0	0	2	5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2024)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROLINEAS ARGENTINAS, S.A. (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROVIAS DE MEXICO, S.A. DE C.V. (2024)**

Total number of complaints reported to DOT: 124

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	0	0	0	0	3	0	0	1	0	1	0	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	0	0	7	0	0	9	0	0	0	0	17
Failure to Provide Assistance	1	0	0	1	0	34	2	0	6	0	0	0	1	45
Damage to Assistive Device	0	0	0	0	0	22	0	0	2	1	0	0	0	25
Storage and Delay of Assistive Device	0	0	0	1	0	2	0	0	1	1	0	0	0	5
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	1	0	0	0	0	8	0	0	9	0	0	0	0	18

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR BUSAN (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA (2024)**

Total number of complaints reported to DOT: 609

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	3	0	16	0	0	0	1	20
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	1	0	1	0	6	0	0	79	0	6	0	5	99
Failure to Provide Assistance	0	0	1	0	0	241	1	0	30	5	1	0	5	284
Damage to Assistive Device	0	0	0	3	0	24	0	0	1	27	0	0	0	55
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	15	15	0	0	0	36
Service Animal Problem	0	0	0	0	0	0	0	0	10	0	0	0	1	11
Unsatisfactory Info	0	2	0	0	0	1	0	0	0	0	0	0	0	3
Other	0	0	0	0	0	47	0	0	35	2	1	0	14	99

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA ROUGE LP (2024)**

Total number of complaints reported to DOT: 274

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	4	1	0	0	0	7
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	2	4	1	0	33	0	1	0	1	43
Failure to Provide Assistance	2	0	0	0	1	101	0	0	23	2	0	0	0	129
Damage to Assistive Device	0	0	0	0	0	9	0	0	1	9	0	0	0	19
Storage and Delay of Assistive Device	0	0	0	1	1	6	0	0	4	5	0	0	0	17
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Other	2	0	0	0	0	25	1	0	20	0	0	0	4	52

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CHINA (2024)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR EUROPA LINEAS AEREAS, S.A.U. (2024)

Total number of complaints reported to DOT: 24

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR INDIA (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR NEW ZEALAND LIMITED (2024)**

Total number of complaints reported to DOT: 26

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Failure to Provide Assistance	0	0	0	0	0	12	0	0	2	0	1	0	0	15
Damage to Assistive Device	0	0	0	1	0	3	0	0	0	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	1	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR NORTH (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR SERBIA (2024)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TAHITI NUI AIRLINES (2024)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TRANSAT A.T., INC. (2024)

Total number of complaints reported to DOT: 9

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR X CHARTER LTD (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIRHUB AIRLINES LIMITED (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALASKA AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 1,843

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	8	2	1	0	0	13
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	3	1	0	5	0	0	0	0	9
Airport Not Accessible	0	2	0	0	0	7	0	0	12	0	0	0	0	21
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	1	0	0	4	1	0	186	2	8	0	0	203
Failure to Provide Assistance	5	3	1	3	0	940	0	0	64	4	4	0	3	1027
Damage to Assistive Device	0	0	0	0	0	26	0	0	0	21	0	0	0	47
Storage and Delay of Assistive Device	0	0	0	1	0	12	3	0	5	24	0	0	1	46
Service Animal Problem	0	0	0	0	0	0	0	0	109	0	0	0	0	109
Unsatisfactory Info	2	1	0	0	0	0	1	0	10	4	1	0	0	19
Other	6	17	0	1	0	39	8	0	223	28	22	0	5	349

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALL NIPPON AIRWAYS CO., LTD. (2024)**

Total number of complaints reported to DOT: 16

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	6	0	0	4	1	0	0	0	11

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALLEGIANT AIR, INC. (2024)**

Total number of complaints reported to DOT: 475

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	11	4	0	38	1	1	0	0	55
Failure to Provide Assistance	4	2	0	0	0	145	0	0	14	0	2	0	0	167
Damage to Assistive Device	0	0	0	0	0	26	0	0	0	54	0	0	0	80
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	0	15	0	0	0	19
Service Animal Problem	0	0	0	0	0	0	0	0	68	3	0	0	0	71
Unsatisfactory Info	2	1	0	0	0	13	0	0	37	0	1	0	0	54
Other	0	1	0	0	0	7	0	0	15	1	0	0	3	27

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 11,485

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	1	1	0	0	17	9	0	60	8	2	1	0	100
Refusal to Board w/o Attendant	2	0	0	0	0	1	0	0	6	0	1	0	0	10
Security Issues Regarding Disability	1	1	0	0	0	3	0	0	8	0	0	0	0	13
Aircraft Not Accessible	1	0	0	0	0	8	1	0	4	1	1	0	0	16
Airport Not Accessible	0	1	0	0	0	9	0	0	8	0	0	1	0	19
Advance Notice Dispute	1	0	0	0	0	3	0	0	5	2	2	0	0	13
Seating Accommodation	11	13	4	1	0	100	8	0	552	9	12	4	13	727
Failure to Provide Assistance	41	56	3	4	2	5886	5	0	1195	91	29	6	25	7343
Damage to Assistive Device	0	2	0	1	0	134	1	0	12	83	0	0	0	233
Storage and Delay of Assistive Device	0	4	1	0	0	201	11	0	163	264	2	1	0	647
Service Animal Problem	1	1	1	0	0	5	0	0	328	13	0	2	14	365
Unsatisfactory Info	4	8	1	0	0	35	4	0	54	6	3	1	8	124
Other	19	31	7	2	1	602	9	0	1024	62	28	1	89	1875

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AMERISTAR AIR CARGO, INC. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARKIA ISRAELI AIRLINES, LTD. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARUBA AIRLINES (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ASIANA AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 31

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	4	0	0	0	1	5
Failure to Provide Assistance	0	0	0	0	0	5	0	0	1	0	0	0	0	6
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Unsatisfactory Info	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Other	1	0	0	0	0	6	0	0	1	0	0	0	0	8

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ATLAS AIR, INC. (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AUSTRIAN AIRLINES AG (2024)**

Total number of complaints reported to DOT: 32

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	2	0	6	0	0	0	0	9
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	1	0	0	0	0	0	0	4
Failure to Provide Assistance	0	0	0	0	0	10	0	0	0	0	0	0	0	10
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	1	3
Service Animal Problem	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	1	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AVELO AIRLINES (2024)**

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Failure to Provide Assistance	0	0	0	1	0	1	0	0	0	0	0	0	0	2
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIANCA, ECUADOR S.A. (2024)

Total number of complaints reported to DOT: 2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AVIANCA, S.A. (2024)**

Total number of complaints reported to DOT: 15

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	9	0	0	1	0	0	0	0	10
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVION EXPRESS MALTA (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZUL BRAZILIAN AIRLINES (2024)

Total number of complaints reported to DOT: 57

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BAHAMASAIR HOLDINGS LIMITED (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BOLIVIANA DE AVIACION (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRADLEY CANADIAN NORTH (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BREEZE AIRWAYS (2024)**

Total number of complaints reported to DOT: 358

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	1	0	1	0	0	0	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	2	0	0	3	0	0	11	0	0	0	0	17
Failure to Provide Assistance	1	0	0	0	0	71	1	0	14	20	1	0	1	109
Damage to Assistive Device	0	0	1	1	0	26	0	0	0	15	2	0	0	45
Storage and Delay of Assistive Device	1	0	1	0	0	36	1	0	4	103	2	0	0	148
Service Animal Problem	0	0	0	0	0	3	0	0	6	3	0	0	0	12
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	2	0	0	0	8	0	0	7	1	3	0	0	23

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BRITISH AIRWAYS PLC (2024)**

Total number of complaints reported to DOT: 1,257

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	1	0	1	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	2	0	2	0	0	7	0	0	0	2	13
Aircraft Not Accessible	0	0	0	5	0	3	0	0	6	0	0	0	1	15
Airport Not Accessible	0	0	0	0	0	2	0	0	3	0	0	0	1	6
Advance Notice Dispute	0	0	0	1	0	5	0	0	5	1	1	0	4	17
Seating Accommodation	8	7	0	17	0	61	5	0	143	7	9	1	9	267
Failure to Provide Assistance	5	6	2	60	0	354	5	0	161	11	10	1	8	623
Damage to Assistive Device	0	0	0	18	1	58	0	0	1	0	0	0	0	78
Storage and Delay of Assistive Device	1	0	0	11	0	27	1	0	14	1	0	0	3	58
Service Animal Problem	0	0	0	1	0	0	0	0	12	2	0	0	0	15
Unsatisfactory Info	0	1	1	7	0	8	1	0	25	3	0	0	1	47
Other	0	1	0	7	0	13	1	0	61	9	1	3	19	115

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRUSSELS AIRLINES (2024)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CARIBBEAN AIRLINES LIMITED (2024)**

Total number of complaints reported to DOT: 26

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Damage to Assistive Device	0	0	0	0	1	3	0	0	0	1	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	3	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	9	0	0	2	0	0	0	0	11

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2024)

Total number of complaints reported to DOT: 41

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CAYMAN AIRWAYS LIMITED (2024)**

Total number of complaints reported to DOT: 1

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CEBU PACIFIC AIR (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA AIRLINES, LTD. (2024)

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA EASTERN AIRLINES CORPORATION (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA SOUTHERN AIRLINES (2024)

Total number of complaints reported to DOT: 10

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX ARUBA (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX MALTA LTD. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMMUTEAIR LLC (2024)

Total number of complaints reported to DOT: 4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPANIA PANAMENA DE AVIACION, S.A. (2024)**

Total number of complaints reported to DOT: 309

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	2	1	0	0	0	2	1	0	0	0	0	0	0	6
Refusal to Board w/o Attendant	1	1	1	0	0	1	0	0	0	0	0	0	0	4
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	4	0	0	1	0	0	0	0	5
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	1	0	0	2	0	172	0	0	11	0	0	0	0	186
Damage to Assistive Device	0	0	0	0	0	34	0	0	0	6	0	0	0	40
Storage and Delay of Assistive Device	0	0	0	2	0	4	4	0	0	0	0	0	0	10
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	1	0	0	2
Unsatisfactory Info	0	0	0	1	0	2	0	0	0	0	0	0	0	3
Other	1	0	1	0	0	40	0	0	6	0	3	0	0	51

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CONDOR FLUGDIENST GMBH (2024)

Total number of complaints reported to DOT: 11

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DC AVIATION GMBH (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DELTA AIR LINES, INC. (2024)**

Total number of complaints reported to DOT: 8,365

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	9	22	1	25	5	0	0	2	64
Refusal to Board w/o Attendant	0	0	1	0	0	0	1	0	0	1	0	0	0	3
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	1	1	0	0	0	3
Aircraft Not Accessible	0	2	1	1	0	7	0	0	2	0	1	0	1	15
Airport Not Accessible	0	0	0	0	0	1	0	0	2	0	1	0	0	4
Advance Notice Dispute	0	0	1	0	0	0	1	0	3	1	0	0	2	8
Seating Accommodation	3	3	2	1	0	57	2	0	342	14	9	0	14	447
Failure to Provide Assistance	63	53	19	9	4	5108	31	0	480	147	28	0	218	6160
Damage to Assistive Device	2	2	0	1	2	247	0	0	6	311	0	0	0	571
Storage and Delay of Assistive Device	1	0	0	2	2	66	2	0	38	178	0	0	0	289
Service Animal Problem	5	2	0	0	0	10	1	0	273	20	2	0	1	314
Unsatisfactory Info	0	4	0	0	0	7	5	1	12	5	0	0	18	52
Other	5	11	3	2	1	168	11	0	55	31	1	0	147	435

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DEUTSCHE LUFTHANSA AG (2024)**

Total number of complaints reported to DOT: 422

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	15	0	24	0	0	0	1	40
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	2	0	23	0	0	25	0	1	0	0	51
Failure to Provide Assistance	1	2	0	0	0	207	1	0	5	0	0	0	2	218
Damage to Assistive Device	0	0	0	0	0	26	1	0	0	5	0	0	0	32
Storage and Delay of Assistive Device	0	0	0	0	0	15	0	0	1	7	0	0	0	23
Service Animal Problem	0	0	0	0	0	0	0	0	25	4	1	0	0	30
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	2	0	13	2	0	1	0	0	0	6	25

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EASTERN AIRLINES, LLC (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EDELWEISS AIR AG (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EL AL ISRAEL AIRLINES LTD. (2024)**

Total number of complaints reported to DOT: 96

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	16	0	0	0	0	0	0	0	16
Failure to Provide Assistance	0	0	0	0	0	53	1	0	0	0	0	0	0	54
Damage to Assistive Device	0	0	0	0	0	5	0	0	8	7	0	0	0	20
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EMIRATES (2024)**

Total number of complaints reported to DOT: 551

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	0	0	0	12	27	0	29	1	2	0	0	72
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	1	0	0	0	0	0	0	0	1	0	0	0	0	2
Seating Accommodation	1	1	0	1	0	11	2	0	28	0	0	0	0	44
Failure to Provide Assistance	6	0	0	2	0	288	2	0	44	0	0	0	9	351
Damage to Assistive Device	0	0	0	0	0	9	0	0	3	1	0	0	0	13
Storage and Delay of Assistive Device	0	0	0	0	0	15	2	0	37	2	0	0	0	56
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	1	2
Other	0	0	0	0	0	2	0	0	4	0	0	0	1	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ENVOY AIR, DBA AMERICAN EAGLE (2024)**

Total number of complaints reported to DOT: 176

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	1	0	0	2
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	1	1	0	0	3	0	0	0	0	6
Failure to Provide Assistance	1	0	0	0	0	90	0	0	26	2	0	0	1	120
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	3	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	5	5	0	1	0	13
Service Animal Problem	0	0	0	0	0	0	0	0	10	0	0	0	0	10
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	10	0	0	11	0	0	0	0	21

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETIHAD AIRWAYS P.J.S.C. (2024)

Total number of complaints reported to DOT: 44

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROWINGS (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EVA AIRWAYS CORPORATION (2024)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EVELOP AIRLINES (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EW DISCOVER GMBH (2024)**

Total number of complaints reported to DOT: 36

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	1	0	3	0	0	0	0	5
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	4	0	0	0	0	5
Failure to Provide Assistance	0	0	0	0	0	15	0	0	0	0	0	0	0	15
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	1	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FIJI AIRWAYS (2024)**

Total number of complaints reported to DOT: 35

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	0	0	0	1	2
Seating Accommodation	1	0	0	0	0	0	0	0	4	0	0	0	0	5
Failure to Provide Assistance	0	0	1	0	0	12	0	0	0	0	0	0	0	13
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	1	2	0	2	5
Other	0	0	0	0	0	2	0	0	1	0	0	0	2	5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FINNAIR OY D/B/A FINNAIR OYJ (2024)

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FLY PLAY HF. (2024)

Total number of complaints reported to DOT: 8

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FRENCH BEE (2024)

Total number of complaints reported to DOT: 10

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRONTIER AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 1,051

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	0	0	0	0	7	8	0	10	1	2	0	0	29
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	1	1	0	0	0	3
Airport Not Accessible	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Advance Notice Dispute	1	0	0	0	0	3	0	0	0	1	0	0	0	5
Seating Accommodation	0	0	0	1	2	11	0	0	29	0	3	0	0	46
Failure to Provide Assistance	14	14	0	4	1	610	0	0	53	6	7	0	0	709
Damage to Assistive Device	0	0	0	0	0	23	0	0	2	11	0	0	0	36
Storage and Delay of Assistive Device	1	0	0	1	0	23	10	0	15	25	0	0	0	75
Service Animal Problem	0	0	0	0	0	0	0	0	62	1	3	1	2	69
Unsatisfactory Info	3	0	0	0	0	10	1	0	6	3	1	0	0	24
Other	0	5	6	1	0	11	1	0	20	2	6	0	0	52

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GALISTAIR (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL CROSSING AIRLINES, INC. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL JET ARUBA (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by Global Jet Austria (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GOL LINHAS AEREAS INTELIGENTES (2024)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GRIDIRON AIR LLC (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HAWAIIAN AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 338

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	1	2	8	0	6	0	0	0	0	17
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	2	0	0	0	25	5	0	54	2	2	0	0	90
Failure to Provide Assistance	1	0	0	0	0	110	0	0	8	0	1	0	0	120
Damage to Assistive Device	0	0	0	0	0	8	0	0	4	1	1	0	0	14
Storage and Delay of Assistive Device	0	0	0	0	0	12	5	0	3	2	0	0	0	22
Service Animal Problem	0	0	0	0	0	1	0	0	33	0	0	0	0	34
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Other	1	2	0	0	0	16	1	0	17	2	0	0	0	39

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY LTD (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY, TRANSPORTES AEREOS, S.A. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HISKY EUROPE S.R.L (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HONG KONG EXPRESS AIRWAYS LIMITED (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HORIZON AIR INDUSTRIES, INC. (2024)**

Total number of complaints reported to DOT: 138

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Failure to Provide Assistance	2	0	0	0	0	86	0	0	6	0	1	0	0	95
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	8	0	0	0	0	8
Unsatisfactory Info	0	2	0	0	0	1	0	0	2	0	0	0	0	5
Other	0	1	0	0	0	1	1	0	12	3	2	0	0	20

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2024)**

Total number of complaints reported to DOT: 157

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	22	0	0	31	0	5	0	0	59
Failure to Provide Assistance	1	0	0	0	0	46	0	0	6	0	1	0	0	54
Damage to Assistive Device	0	0	0	0	0	4	0	0	3	0	0	0	0	7
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	0	3	0	0	0	7
Service Animal Problem	0	0	0	0	0	1	0	0	12	0	0	0	0	13
Unsatisfactory Info	2	1	0	0	0	3	0	0	1	2	0	0	0	9
Other	0	0	0	0	0	4	0	0	3	0	1	0	0	8

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ICELANDAIR EHF. (2024)

Total number of complaints reported to DOT: 23

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ITA AIRWAYS (2024)**

Total number of complaints reported to DOT: 29

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	7	0	0	0	0	7
Failure to Provide Assistance	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	4	0	0	1	1	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	8	0	0	1	1	0	0	0	10

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAPAN AIRLINES INTERNATIONAL CO. (2024)**

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	0	0	0	1	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAZZ AVIATION LP (2024)**

Total number of complaints reported to DOT: 249

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	2	1	0	6	0	0	0	0	9
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	14	0	0	0	0	15
Failure to Provide Assistance	1	1	0	1	0	125	0	0	22	0	0	0	0	150
Damage to Assistive Device	0	0	0	0	0	5	0	0	1	7	0	0	0	13
Storage and Delay of Assistive Device	0	0	0	1	0	2	1	0	6	2	0	0	0	12
Service Animal Problem	0	2	0	0	0	0	0	0	4	0	0	0	0	6
Unsatisfactory Info	0	2	0	0	0	1	0	0	0	0	0	0	0	3
Other	1	0	0	0	0	16	0	0	19	0	0	0	2	38

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JEJU AIR COMPANY LIMITED (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JET AVIATION BUSINESS JETS AG (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JET AVIATION FLIGHT SERVICES MALTA (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETBLUE AIRWAYS CORPORATION (2024)**

Total number of complaints reported to DOT: 2,140

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	4	5	0	11	0	0	1	2	23
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	1	0	1	0	0	1	0	0	0	0	3
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	2	2	0	3	1	22	5	0	205	1	0	0	12	253
Failure to Provide Assistance	8	15	3	7	1	862	4	0	191	8	0	0	15	1114
Damage to Assistive Device	0	0	0	1	0	47	0	0	5	27	0	0	0	80
Storage and Delay of Assistive Device	0	0	0	0	0	22	0	0	16	160	0	0	0	198
Service Animal Problem	0	0	0	0	0	1	0	0	331	2	0	0	11	345
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Other	0	1	0	2	0	10	0	0	63	13	0	0	32	121

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2024)**

Total number of complaints reported to DOT: 10

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	1	0	0	0	1	0	0	1	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JIN AIR (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by K5-AVIATION GMBH (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KELOWNA FLIGHTCRAFT AIR CHARTER LTD (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KENYA AIRWAYS PLC (2024)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KLM ROYAL DUTCH AIRLINES, N.V. (2024)**

Total number of complaints reported to DOT: 249

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	3	0	0	2	0	1	0	0	6
Refusal to Board w/o Attendant	0	3	0	0	0	0	0	0	0	0	0	0	0	3
Security Issues Regarding Disability	0	0	0	0	0	2	2	0	0	1	0	0	0	5
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	2	0	0	0	0	0	0	35	0	0	0	0	37
Failure to Provide Assistance	1	0	0	0	0	88	0	0	3	0	1	0	26	119
Damage to Assistive Device	0	0	0	0	0	9	0	0	0	6	0	0	0	15
Storage and Delay of Assistive Device	1	0	0	0	0	4	0	0	31	6	0	0	0	42
Service Animal Problem	0	0	0	0	0	0	0	0	5	0	1	0	0	6
Unsatisfactory Info	1	0	0	0	0	1	0	0	0	0	0	0	0	2
Other	1	0	0	0	0	1	0	0	6	0	0	0	5	13

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KOREAN AIR LINES CO., LTD. (2024)**

Total number of complaints reported to DOT: 12

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	4	0	0	0	0	6

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KUWAIT AIRWAYS CORPORATION (2024)**

Total number of complaints reported to DOT: 1

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LATAM AIRLINES BRASIL S.A. (2024)

Total number of complaints reported to DOT: 22

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LATAM AIRLINES COLUMBIA S.A. (2024)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LATAM AIRLINES ECUADOR S.A. (2024)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LATAM AIRLINES GROUP S.A. (2024)**

Total number of complaints reported to DOT: 14

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	0	0	1	0	1	0	3	9

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LATAM AIRLINES PERU S.A. (2024)**

Total number of complaints reported to DOT: 19

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Failure to Provide Assistance	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	1	0	0	0	1	0	0	0	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Other	0	0	0	0	0	4	0	0	0	0	0	0	2	6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LINEAS AEREAS COSTARRICENSES S.A. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MALAYSIA AIRLINES (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MESA AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 5

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	0	2	0	0	0	0	3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MJET GMBH (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MIAT MONGOLIAN AIRLINES (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NEOS SPA (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NOLINOR AVIATION (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by OMNI AIR INTERNATIONAL INC. (2024)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PAKISTAN INT'L AIRLINES CORPORATION (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PHENIX JET CAYMAN SEZC (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PHILIPPINE AIRLINES, INC. (2024)

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PLUS ULTRA LINEAS AEREAS, S.A. (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by POLSKIE LINIE LOTNICZE LOT, S.A. (2024)**

Total number of complaints reported to DOT: 69

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	2	0	0	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	14	0	0	7	0	3	0	0	24
Failure to Provide Assistance	0	1	0	1	0	14	0	0	8	0	1	0	0	25
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	2	0	0	8
Unsatisfactory Info	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0	3	0	1	1	0	5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PORTER AIRLINES INC. (2024)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PORTER AIRLINES (CANADA) LTD. (2024)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PRIVILEGE STYLE (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PSA AIRLINES (2024)**

Total number of complaints reported to DOT: 126

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	0	0	0	4	0	0	0	0	5
Failure to Provide Assistance	0	1	0	0	0	55	1	0	13	1	0	1	0	72
Damage to Assistive Device	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	2	1	0	4	5	0	0	0	12
Service Animal Problem	0	0	0	0	0	0	0	0	3	1	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Other	0	0	1	0	0	8	1	0	15	1	0	0	0	26

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QANTAS AIRWAYS LIMITED (2024)**

Total number of complaints reported to DOT: 28

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	1	0	0	4	0	0	0	0	6
Failure to Provide Assistance	0	0	0	0	0	4	0	0	4	0	0	0	0	8
Damage to Assistive Device	0	0	0	0	0	4	0	0	1	0	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	1	0	1	0	0	4	0	0	0	1	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QATAR AIRWAYS Q.C.S.C. (2024)**

Total number of complaints reported to DOT: 159

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	1	0	1	6	0	2	0	0	0	0	10
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	11	0	0	0	0	0	0	0	11
Failure to Provide Assistance	1	0	0	0	0	101	0	0	0	0	0	0	1	103
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	1	0	1	0	0	0	0	2
Other	0	0	0	0	0	15	0	0	4	0	0	0	10	29

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by REPUBLIC AIRWAYS (2024)**

Total number of complaints reported to DOT: 64

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	13	0	0	12	1	2	0	0	28
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	2	1	0	1	0	5
Service Animal Problem	0	0	0	0	0	0	0	0	5	0	0	0	0	5
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	5	0	0	9	1	1	0	2	19

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL AIR MAROC (2024)

Total number of complaints reported to DOT: 17

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL JORDANIAN AIRLINE (2024)

Total number of complaints reported to DOT: 5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SAMOA AIRWAYS (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SATA INTERNACIONAL (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SAUDI ARABIAN AIRLINES CORPORATION (2024)**

Total number of complaints reported to DOT: 4

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCANDINAVIAN AIRLINES SYSTEM (2024)**

Total number of complaints reported to DOT: 87

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	2	0	0	1	44	0	0	0	0	0	0	0	48
Failure to Provide Assistance	0	1	0	0	0	9	0	0	0	0	1	0	0	11
Damage to Assistive Device	0	0	0	0	0	7	0	0	0	0	0	0	0	7
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Service Animal Problem	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Unsatisfactory Info	0	1	0	0	0	0	0	0	0	0	0	0	1	2
Other	0	2	0	0	1	10	0	0	0	0	0	0	1	14

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SICHUAN AIRLINES (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SIERRA PACIFIC AIRLINES, INC. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SILVER AIRWAYS LLC (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SINGAPORE AIRLINES LIMITED (2024)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKY AIRLINE (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKYMARK AIRLINES (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKYWEST AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 90

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Seating Accommodation	0	0	0	0	0	2	1	0	7	1	1	0	0	12
Failure to Provide Assistance	0	2	0	0	0	26	0	0	12	0	0	0	2	42
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	1	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	1	0	0	5
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Other	0	1	0	0	0	6	0	0	10	2	0	1	1	21

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SMARTWINGS, A.S. (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOCIETE AIR FRANCE (2024)**

Total number of complaints reported to DOT: 789

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Refusal to Board w/o Attendant	0	1	0	0	0	0	0	0	0	0	1	0	0	2
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Aircraft Not Accessible	1	2	0	0	0	0	0	0	0	0	0	0	0	3
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	1	2	0	0	80	0	0	0	1	85
Failure to Provide Assistance	4	0	0	2	0	409	0	0	24	1	1	0	71	512
Damage to Assistive Device	0	0	0	0	0	14	0	0	2	3	0	0	0	19
Storage and Delay of Assistive Device	0	1	0	0	0	13	0	0	54	20	0	0	0	88
Service Animal Problem	0	0	0	0	0	0	0	0	48	0	0	0	1	49
Unsatisfactory Info	0	0	0	0	0	2	1	0	0	0	0	0	1	4
Other	0	0	0	0	0	17	0	0	2	0	0	0	4	23

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTHWEST AIRLINES CO. (2024)**

Total number of complaints reported to DOT: 5,946

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	3	0	0	0	2	5	0	25	3	1	0	1	40
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	2	0	0	0	1	4
Airport Not Accessible	0	0	0	0	0	0	1	0	1	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	1	0	0	1	0	139	1	1	0	6	150
Failure to Provide Assistance	11	25	0	0	1	2469	0	0	114	5	6	0	7	2638
Damage to Assistive Device	0	0	0	0	0	115	1	0	9	110	0	0	1	236
Storage and Delay of Assistive Device	0	0	0	0	0	74	6	0	30	258	0	0	0	368
Service Animal Problem	1	0	0	0	0	0	0	0	428	2	0	0	0	431
Unsatisfactory Info	0	0	0	0	0	1	0	0	17	1	0	0	0	19
Other	6	17	1	0	0	27	6	0	1904	11	8	0	75	2055

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SPIRIT AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 3,133

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	0	0	0	8	10	0	23	4	8	0	0	54
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Airport Not Accessible	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Advance Notice Dispute	0	1	0	0	0	28	0	0	4	0	1	0	0	34
Seating Accommodation	5	8	0	2	1	28	4	0	257	1	41	0	4	351
Failure to Provide Assistance	19	14	0	0	0	983	1	0	123	7	20	0	9	1176
Damage to Assistive Device	0	0	0	0	0	119	0	0	0	40	0	0	0	159
Storage and Delay of Assistive Device	0	0	1	0	0	48	3	0	0	276	0	0	0	328
Service Animal Problem	1	0	0	0	0	2	0	0	196	0	22	0	0	221
Unsatisfactory Info	2	5	0	0	0	4	0	0	16	1	1	0	1	30
Other	4	6	0	1	1	332	9	0	190	192	31	0	7	773

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SRILANKAN AIRLINES LIMITED (2024)**

Total number of complaints reported to DOT: 1

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by STARLUX Airlines (2024)**

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	0	1	0	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUN COUNTRY MN AIRLINES, LLC (2024)

Total number of complaints reported to DOT: 312

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNCLASS AIRLINES APS (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNWING AIRLINES (2024)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SURINAM AIRWAYS (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SWISS INTERNATIONAL AIR LINES LTD. (2024)**

Total number of complaints reported to DOT: 48

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	3	0	7	1	0	0	0	11
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	0	0	1	0	0	8	0	0	0	0	10
Failure to Provide Assistance	0	0	0	0	0	14	0	0	0	0	0	0	0	14
Damage to Assistive Device	0	0	0	0	0	8	0	0	0	0	0	0	0	8
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	1	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2024)**

Total number of complaints reported to DOT: 12

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	4	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAP AIR PORTUGAL (2024)**

Total number of complaints reported to DOT: 28

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	0	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	14	0	0	0	0	0	0	0	14
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	1	0	0	1	0	0	0	0	3

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by THAI AIRWAYS INTERNATIONAL PUBLIC CO. LTD. (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TITAN AIRWAYS LIMITED (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANSPORTES AEREOS DE CABO VERDE (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES BELGIUM (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES NEDERLAND, B.V. (2024)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRWAYS LIMITED (2024)**

Total number of complaints reported to DOT: 42

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	8	0	0	0	0	9
Failure to Provide Assistance	0	0	0	1	0	8	0	0	9	0	0	0	0	18
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	2	0	0	2	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TURKISH AIRLINES TURK HAVA YOLLARI (2024)**

Total number of complaints reported to DOT: 318

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	2	0	0	0	2	2	0	1	0	0	0	3	10
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	1	0	0	11	2	0	0	0	0	0	4	18
Seating Accommodation	2	3	2	3	2	44	1	0	32	0	6	0	1	96
Failure to Provide Assistance	0	1	0	0	0	56	1	0	5	0	0	0	1	64
Damage to Assistive Device	0	0	0	1	0	6	0	0	0	3	0	0	0	10
Storage and Delay of Assistive Device	0	0	0	1	0	5	1	0	2	1	0	0	0	10
Service Animal Problem	0	2	0	1	0	0	0	0	8	0	0	0	1	12
Unsatisfactory Info	2	1	1	0	0	29	2	0	28	5	0	0	7	75
Other	0	0	0	0	1	9	0	0	9	0	0	0	3	22

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TWAY AIR (2024)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UNITED AIRLINES, INC. (2024)**

Total number of complaints reported to DOT: 7,373

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	1	0	0	1	5	0	9	0	1	0	1	18
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	1	0	1	0	2	0	0	0	1	0	0	0	5
Aircraft Not Accessible	0	2	0	0	0	3	0	0	1	0	0	0	0	6
Airport Not Accessible	0	0	0	1	0	2	0	0	3	0	0	0	0	6
Advance Notice Dispute	0	0	0	0	0	0	4	0	0	0	0	0	0	4
Seating Accommodation	10	1	1	2	2	92	6	0	394	1	16	0	4	529
Failure to Provide Assistance	49	27	2	10	16	5192	1	0	165	7	18	0	2	5489
Damage to Assistive Device	0	0	0	0	0	92	0	0	0	70	0	0	0	162
Storage and Delay of Assistive Device	0	1	0	2	4	106	5	0	41	253	0	0	0	412
Service Animal Problem	2	0	0	0	0	0	0	0	207	3	20	0	0	232
Unsatisfactory Info	1	1	0	0	0	14	1	0	37	10	4	0	1	69
Other	12	20	1	3	0	83	17	0	226	45	18	0	16	441

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UZBEKISTAN AIRWAYS (2024)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VIETNAM AIRLINES (2024)

Total number of complaints reported to DOT: 4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN ATLANTIC AIRWAYS LIMITED (2024)**

Total number of complaints reported to DOT: 561

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	3	0	16	1	0	0	1	22
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	2	0	0	0	4	6
Seating Accommodation	2	0	1	1	1	38	0	0	53	1	4	0	6	107
Failure to Provide Assistance	6	1	2	0	0	198	0	0	40	1	0	0	4	252
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	1	2
Storage and Delay of Assistive Device	0	0	0	1	0	8	0	0	0	5	0	0	0	14
Service Animal Problem	0	0	0	0	0	1	0	0	7	0	1	1	1	11
Unsatisfactory Info	0	0	0	0	0	3	0	0	1	1	0	0	5	10
Other	3	1	0	1	0	26	3	0	52	4	7	0	37	134

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLARIS (2024)**

Total number of complaints reported to DOT: 36

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	6	0	0	0	0	1	0	0	7
Damage to Assistive Device	0	0	0	0	0	9	0	0	0	1	0	0	0	10
Storage and Delay of Assistive Device	0	0	0	0	0	7	0	0	0	1	0	0	0	8
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	1	2	0	0	0	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VOLARIS COSTA RICA (2024)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VUELA EL SALVADOR, S.A. DE C.V. (2024)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WAMOS AIR (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WESTJET (2024)

Total number of complaints reported to DOT: 72

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WORLD 2 FLY PORTUGAL SA (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WORLD2FLY (2024)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by XIAMEN AIRLINES (2024)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ZIPAIR (2024)

Total number of complaints reported to DOT: 2