

U.S. Department of Transportation Office of Aviation Consumer Protection (OACP)
AIR TRAVEL COMPLAINTS, COMPLIMENTS, AND COMMENTS RECEIVED BY DOT
AUGUST - DECEMBER 2025

On August 1, 2025, the U.S. Department of Transportation (DOT) launched a modernized system for submitting and handling air travel service complaints as part of the Aviation Complaint, Enforcement, and Reporting System (ACERS). This system replaced an outdated application from the 1990s, allowing the Department to provide a more granular view of air travel experience. While reports between June 1, 2023 and July 31, 2025 grouped all feedback together except for civil rights complaints, this current report which covers August 2025 to December 2025 distinguishes between specific types of submissions. The Department expects to provide even more granular data for complaints received in calendar year 2026.

Understanding the Data

The information provided in this report is based on consumer perception and is organized into three distinct groups.

- A **complaint** is a specific written expression of dissatisfaction concerning a difficulty or problem which the person experienced when using or attempting to use an airline's services.
- A **comment** is a remark regarding air transportation expressing an opinion.
- A **compliment** is a submission regarding a positive customer experience.

It is important to note that a single **complaint case** may involve multiple issues. For example, a customer may submit a complaint to the Department about a reservations issue and a flight problem. For the purposes of these tables, that submission is displayed as a single complaint case.

Guide to Data Tables

TABLE 1. CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY – This table displays the total number of complaint cases, compliments, and comments received by DOT. It further divides these totals by the type of entity involved - U.S. airlines, foreign airlines, and travel agents.

TABLE 2. CONSUMER COMPLAINT CASES: U.S. AIRLINES – This table lists total complaint cases for individual U.S. airlines alphabetically. For each carrier, the data is broken down into three categories - disability complaints, discrimination complaints, and other consumer complaints.

TABLE 3. CONSUMER COMPLAINT CASES: FOREIGN AIRLINES – Mirroring Table 2, this table lists total complaint cases for individual foreign airlines alphabetically and categorizes those cases by disability, discrimination, or other consumer issues.

TABLE 4. CONSUMER COMPLAINT CASES: TRAVEL AGENTS – This final table lists individual travel agents and breaks down the complaint cases into the same three categories used for airlines – disability, discrimination, and other consumer issues.

The “other consumer” category of complaints includes complaints about flight problems (cancellation, delay, misconnection), baggage, reservations, customer service, refunds, advertising, oversales, and animals.

AIR TRAVEL CONSUMER REPORT

TABLE 1. CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY

	25-Aug			25-Sep			25-Oct			25-Nov			25-Dec			Aug-Dec 25		
	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS
U.S. Airlines	6,052	7	30	3,981	3	20	3,122	4	26	3,093	2	20	4,765	4	43	21,013	20	139
Foreign Airlines	1,420	1	14	1,405	1	6	1,226	1	7	1,272	1	5	1,767	7	14	7,090	11	46
Travel Agents	185	1	1	183	0	1	165	0	2	191	2	2	253	1	2	977	4	8
TOTALS	7,657	9	45	5,569	4	27	4,513	5	35	4,556	5	27	6,785	12	59	29,080	35	193

AIR TRAVEL CONSUMER REPORT

TABLE 2. CONSUMER COMPLAINT CASES: U.S. AIRLINES^{1,2}

August - December 25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
American Airlines	281	100	6,023	6,404
Alaska Airlines	54	20	451	525
Allegiant Air	55	1	188	244
Avelo Airlines	4	2	218	224
Breeze Airways	10	3	148	161
Cape Air	0	1	4	5
Contour Airlines	0	0	25	25
Delta Air Lines	153	66	2,768	2,987
Frontier Airlines	96	61	2,698	2,855
Hawaiian Airlines	11	1	221	233
JetBlue	74	31	1,145	1,250
Southwest Airlines	113	27	667	807
Sun Country Airlines	9	0	117	126
Spirit Airlines	49	21	1,128	1,198
SkyWest Airlines	0	0	5	5
Silver Airways	0	0	8	8
Southern Airways Express	1	0	6	7
United Airlines	156	56	3,714	3,926
Other U.S. Airline	0	0	23	23
TOTAL	1,066	390	19,557	21,013

December-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
American Airlines	65	17	1,234	1,316
Alaska Airlines	10	3	111	124
Allegiant Air	19	0	53	72
Avelo Airlines	0	0	39	39
Breeze Airways	0	0	38	38
Contour Airlines	0	0	8	8
Delta Air Lines	26	16	631	673
Frontier Airlines	24	10	732	766
Hawaiian Airlines	2	0	61	63
JetBlue	22	4	293	319
Southwest Airlines	21	11	159	191
Sun Country Airlines	4	0	38	42
Spirit Airlines	8	5	302	315
United Airlines	30	10	741	781
Other U.S. Airline	1	0	17	18
TOTAL	232	76	4,457	4,765

November-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
American Airlines	43	21	855	919
Alaska Airlines	10	2	60	72
Allegiant Air	9	0	26	35
Avelo Airlines	0	0	26	26
Breeze Airways	3	1	21	25
Delta Air Lines	24	6	392	422
Frontier Airlines	13	5	391	409
Hawaiian Airlines	1	1	38	40
JetBlue	10	4	176	190
Southwest Airlines	21	3	106	130
Sun Country Airlines	1	0	11	12
Spirit Airlines	6	1	201	208
United Airlines	22	6	566	594
Other U.S. Airline	0	1	10	11
TOTAL	163	51	2,879	3,093

October-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
American Airlines	47	9	901	957
Alaska Airlines	10	4	91	105
Allegiant Air	8	0	28	36
Avelo Airlines	1	0	21	22
Breeze Airways	1	1	12	14
Delta Air Lines	18	10	397	425
Frontier Airlines	18	9	390	417
Hawaiian Airlines	1	0	43	44
JetBlue	9	5	147	161
Southwest Airlines	19	1	99	119
Sun Country Airlines	1	0	15	16
Spirit Airlines	7	1	183	191
United Airlines	29	3	576	608
Other U.S. Airline	0	0	7	7
TOTAL	169	43	2,910	3,122

September-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
American Airlines	57	17	1,231	1,305
Alaska Airlines	10	3	74	87
Allegiant Air	10	0	28	38
Avelo Airlines	1	1	49	51
Breeze Airways	3	0	19	22
Contour Airlines	0	0	5	5
Delta Air Lines	30	13	502	545
Frontier Airlines	16	16	454	486
Hawaiian Airlines	2	0	31	33
JetBlue	15	8	170	193
Southwest Airlines	24	6	127	157
Sun Country Airlines	1	0	20	21
Spirit Airlines	15	5	202	222
United Airlines	33	13	763	809
Other U.S. Airline	0	0	7	7
TOTAL	217	82	3,682	3,981

August-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
American Airlines	69	36	1,802	1,907
Alaska Airlines	14	8	115	137
Allegiant Air	9	1	53	63
Avelo Airlines	2	1	83	86
Breeze Airways	3	1	58	62
Contour Airlines	0	0	7	7
Delta Air Lines	55	21	846	922
Frontier Airlines	25	21	731	777
Hawaiian Airlines	5	0	48	53
JetBlue	18	10	359	387
Southwest Airlines	28	6	176	210
Sun Country Airlines	2	0	33	35
Spirit Airlines	13	9	240	262
United Airlines	42	24	1,068	1,134
Other U.S. Airline	0	0	10	10
TOTAL	285	138	5,629	6,052

¹Most passengers file complaints against the airline brand shown on their ticket or aircraft, regardless of which airline actually operated the flight. Four (4) U.S. carriers—American, Delta, Alaska, and United—use domestic partners to fly routes under their brand. Because these brands serve as the "face" of the flight, a complaint case listed here against these airlines may relate to flights provided by a partner airline that was sold by the major carrier.

²Airlines are listed individually if the DOT received five or more complaint cases during this period. For U.S. carriers with fewer than five complaint cases, data is consolidated under 'Other U.S. Airline'.

AIR TRAVEL CONSUMER REPORT
TABLE 3. CONSUMER COMPLAINT CASES: FOREIGN AIRLINES¹

August - December 25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
Air New Zealand	2	0	5	7
Austrian	0	0	50	50
Asiana Airlines	2	1	54	57
Air Canada	8	4	199	211
Air China	0	0	16	16
Avianca	6	2	262	270
Air France	20	5	511	536
Air India	4	0	163	167
Aer Lingus	6	0	96	102
Air Tahiti Nui	1	0	16	17
Aeromexico	4	0	101	105
Aerolineas Argentinas	2	0	6	8
Air Europa	2	0	20	22
All Nippon Airways	0	2	40	42
Air Asia	0	0	5	5
Air Serbia	0	0	8	8
Azul Brazilian Airlines	2	0	12	14
Aegean Airlines	0	0	11	11
Air Premia	0	1	9	10
Arajet Airline	1	0	18	19
Azores Airlines	0	0	8	8
Arkia Israel	0	0	12	12
British Airways	17	2	237	256
Brussels Airlines	0	0	23	23
Boliviana de Aviación	1	0	8	9
China Airlines	1	1	19	21
Copa Airlines	7	8	118	133
Condor	1	0	43	44
Caribbean Airlines	3	0	19	22
China Eastern Airlines	0	0	14	14
Cathay Pacific Airways	4	3	95	102
China Southern Airlines	0	0	11	11
Discover Airlines	2	0	13	15
EgyptAir	4	1	58	63
El Al Israel	4	0	35	39
EVA Airways	3	3	32	38
Etihad Airways	5	3	170	178

Ethiopian Airlines	0	3	92	95
Emirates	6	1	98	105
Finnair	1	1	21	23
Fiji Airways	3	0	24	27
FRENCH BEE	5	1	40	46
Flair Airlines	2	0	9	11
Gulf Air	1	0	5	6
GOL Airlines	1	0	9	10
Hainan Airlines	0	0	15	15
HiSky	0	0	9	9
Iberia Airlines	14	1	209	224
Icelandair	6	2	69	77
ITA Airways	4	1	125	130
Indigo Airlines	1	0	6	7
Japan Airlines	3	1	32	36
Korean Air	1	1	33	35
Kuwait Airways	0	0	23	23
KLM	13	1	167	181
Kenya Airways	1	0	19	20
Lufthansa	14	9	465	488
LOT Polish Airlines	1	1	58	60
LATAM Airlines Colombia	6	1	130	137
Level	1	0	64	65
La Compagnie	0	0	5	5
Norse Atlantic Airways	4	2	235	241
Neos SpA	0	0	8	8
Philippine Airlines	3	0	34	37
Porter Airlines	2	0	14	16
Play Airlines	0	0	18	18
Qantas	3	2	19	24
Qatar Airways	18	4	440	462
Ryanair	0	0	6	6
Royal Jordanian Airlines	3	0	41	44
Royal Air Maroc	3	1	81	85
Singapore Airlines	1	0	32	33
Sas	5	3	69	77
Saudi Arabian Airlines	1	1	64	66
Sata Internacional	0	0	5	5
Swiss	2	2	85	89
Sunrise Airways	0	1	6	7
STARLUX AIRLINES	2	0	11	13
Turkish Airlines	42	11	563	616

TAP Air Portugal	3	3	95	101
TAM Linhas Aéreas	0	0	5	5
Uzbekistan Airways	0	0	6	6
Virgin Atlantic Airways	4	0	50	54
Volaris Airline	8	1	335	344
VivaAerobus	1	0	67	68
Vueling Airlines	0	0	7	7
Vietnam Airlines	1	0	6	7
WestJet	5	1	45	51
Xiamen Airlines	0	0	5	5
ZIP AIR	0	0	28	28
Other Foreign Airline	0	1	66	67
TOTALS	307	93	6690	7,090

December-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
Air New Zealand	2	0	3	5
Austrian	0	0	16	16
Asiana Airlines	0	1	11	12
Air Canada	0	1	30	31
Avianca	2	0	73	75
Air France	3	1	132	136
Air India	0	0	46	46
Aer Lingus	2	0	17	19
Aeromexico	2	0	27	29
Air Europa	0	0	6	6
All Nippon Airways	0	2	10	12
Azul Brazilian Airlines	0	0	6	6
Air Premia	0	1	4	5
Arajet Airline	1	0	9	10
Arkia Israel	0	0	7	7
British Airways	5	0	43	48
Brussels Airlines	0	0	5	5
Boliviana de Aviación	1	0	8	9
China Airlines	0	0	6	6
Copa Airlines	1	1	33	35
Condor	0	0	5	5
Cathay Pacific Airways	3	1	18	22
EgyptAir	1	0	20	21
El Al Israel	0	0	8	8
Etihad Airways	1	0	43	44

Ethiopian Airlines	0	0	18	18
Emirates	2	0	28	30
Finnair	1	0	4	5
Fiji Airways	1	0	4	5
FRENCH BEE	1	0	14	15
HiSky	0	0	5	5
Iberia Airlines	3	0	47	50
Icelandair	0	0	24	24
ITA Airways	1	0	22	23
Japan Airlines	0	0	10	10
Korean Air	0	1	7	8
Kuwait Airways	0	0	10	10
KLM	3	1	45	49
Lufthansa	1	1	98	100
LOT Polish Airlines	0	0	11	11
LATAM Airlines Colombia	6	0	33	39
Level	1	0	23	24
Norse Atlantic Airways	0	0	42	42
Philippine Airlines	0	0	10	10
Porter Airlines	1	0	5	6
Qantas	1	0	7	8
Qatar Airways	3	0	120	123
Royal Jordanian Airlines	2	0	9	11
Royal Air Maroc	1	0	22	23
Singapore Airlines	0	0	9	9
Sas	1	3	15	19
Saudi Arabian Airlines	1	0	12	13
Swiss	1	0	14	15
STARLUX AIRLINES	1	0	4	5
Turkish Airlines	6	2	146	154
TAP Air Portugal	0	1	20	21
Virgin Atlantic Airways	1	0	15	16
Volaris Airline	1	0	141	142
VivaAerobus	0	0	16	16
WestJet	1	0	7	8
ZIP AIR	0	0	5	5
Other Foreign Airline	3	0	74	77
TOTALS	68	17	1682	1,767

November-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
Austrian	0	0	11	11
Asiana Airlines	0	0	6	6
Air Canada	0	1	24	25
Avianca	1	0	60	61
Air France	4	0	111	115
Air India	0	0	26	26
Aer Lingus	2	0	18	20
Aeromexico	0	0	23	23
All Nippon Airways	0	0	5	5
British Airways	4	0	37	41
Brussels Airlines	0	0	5	5
China Airlines	0	1	6	7
Copa Airlines	2	0	18	20
Condor	0	0	6	6
Caribbean Airlines	2	0	4	6
Cathay Pacific Airways	1	1	13	15
Egyptair	0	0	10	10
El Al Israel	1	0	8	9
EVA Airways	1	1	5	7
Etihad Airways	0	0	25	25
Ethiopian Airlines	0	0	15	15
Emirates	1	0	18	19
Finnair	0	1	5	6
FRENCH BEE	1	0	7	8
Iberia Airlines	2	0	36	38
Icelandair	2	0	11	13
ITA Airways	1	0	20	21
Japan Airlines	1	0	5	6
Korean Air	0	0	7	7
KLM	1	0	40	41
Lufthansa	3	0	85	88
LOT Polish Airlines	0	0	15	15
LATAM Airlines Colombia	0	1	29	30
Level	0	0	11	11
Norse Atlantic Airways	1	1	38	40
Philippine Airlines	2	0	6	8
Qatar Airways	4	3	71	78
Royal Jordanian Airlines	0	0	8	8
Royal Air Maroc	1	0	15	16
Singapore Airlines	0	0	8	8

Sas	0	0	12	12
Saudi Arabian Airlines	0	0	9	9
Swiss	0	0	14	14
Turkish Airlines	10	0	104	114
TAP Air Portugal	0	1	12	13
Virgin Atlantic Airways	0	0	8	8
Volaris Airline	2	0	73	75
VivaAerobus	0	0	14	14
WestJet	2	0	11	13
ZIPAIR	0	0	9	9
Other Foreign Airline	4	1	67	72
TOTALS	56	12	1204	1,272

October-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
Austrian	0	0	6	6
Asiana Airlines	0	0	8	8
Air Canada	1	0	37	38
Avianca	1	1	30	32
Air France	4	1	85	90
Air India	0	0	26	26
Aer Lingus	1	0	19	20
Aeromexico	0	0	16	16
All Nippon Airways	0	0	6	6
British Airways	4	0	47	51
Copa Airlines	3	1	21	25
Condor	0	0	10	10
Caribbean Airlines	0	0	5	5
Cathay Pacific Airways	0	0	22	22
Egyptair	2	1	6	9
El Al Israel	2	0	5	7
EVA Airways	1	1	7	9
Etihad Airways	2	0	30	32
Ethiopian Airlines	0	0	14	14
Emirates	1	0	12	13
Fiji Airways	0	0	6	6
FRENCH BEE	0	1	7	8
Flair Airlines	1	0	4	5
Iberia Airlines	3	0	34	37

Icelandair	1	1	11	13
ITA Airways	1	1	21	23
Korean Air	0	0	6	6
KLM	2	0	26	28
Lufthansa	3	0	86	89
LOT Polish Airlines	0	1	14	15
LATAM Airlines Colombia	0	0	24	24
Level	0	0	16	16
Norse Atlantic Airways	0	0	58	58
Play Airlines	0	0	9	9
Qatar Airways	2	0	81	83
Royal Jordanian Airlines	1	0	8	9
Royal Air Maroc	0	1	11	12
Singapore Airlines	0	0	6	6
Sas	0	0	14	14
Saudi Arabian Airlines	0	0	8	8
Swiss	0	0	20	20
Turkish Airlines	9	0	105	114
TAP Air Portugal	1	0	24	25
Virgin Atlantic Airways	0	0	12	12
Volaris Airline	3	0	47	50
VivaAerobus	0	0	10	10
WestJet	1	0	5	6
Other Foreign Airline	3	0	78	81
TOTALS	53	10	1163	1,226

September-25				
AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
Austrian	0	0	8	8
Asiana Airlines	1	0	12	13
Air Canada	3	2	38	43
Avianca	1	1	41	43
Air France	6	3	101	110
Air India	2	0	34	36
Aer Lingus	0	0	20	20
Aeromexico	1	0	16	17
Air Europa	0	0	6	6
All Nippon Airways	0	0	13	13
British Airways	1	0	60	61
Copa Airlines	0	3	18	21

Condor	1	0	11	12
Cathay Pacific Airways	0	1	25	26
Egyptair	1	0	11	12
El Al Israel	0	0	9	9
EVA Airways	0	0	8	8
Etihad Airways	0	2	39	41
Ethiopian Airlines	0	1	27	28
Emirates	1	1	17	19
Fiji Airways	1	0	6	7
FRENCH BEE	0	0	7	7
Hainan Airlines	0	0	6	6
Iberia Airlines	2	0	51	53
Icelandair	0	0	10	10
ITA Airways	1	0	37	38
Japan Airlines	0	0	7	7
Korean Air	1	0	5	6
KLM	5	0	29	34
Lufthansa	3	3	94	100
LOT Polish Airlines	0	0	9	9
LATAM Airlines Colombia	0	0	14	14
Level	0	0	11	11
Norse Atlantic Airways	3	0	53	56
Philippine Airlines	0	0	8	8
Play Airlines	0	0	5	5
Qatar Airways	4	0	78	82
Royal Jordanian Airlines	0	0	5	5
Royal Air Maroc	1	0	18	19
Sas	2	0	14	16
Saudi Arabian Airlines	0	1	16	17
Swiss	1	1	18	20
Turkish Airlines	10	3	114	127
TAP Air Portugal	1	1	20	22
Virgin Atlantic Airways	1	0	9	10
Volaris Airline	1	1	44	46
VivaAerobus	0	0	9	9
WestJet	1	0	13	14
ZIPAIR	0	0	6	6
Other Foreign Airline	9	1	85	95
TOTALS	65	25	1315	1,405

August-25

AIRLINE	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
Austrian	0	0	9	9
Asiana Airlines	1	0	17	18
Air Canada	4	0	70	74
Avianca	1	0	58	59
Air France	3	0	82	85
Air India	2	0	31	33
Aer Lingus	1	0	22	23
Aeromexico	1	0	19	20
All Nippon Airways	0	0	6	6
Azores Airlines	0	0	5	5
British Airways	3	2	50	55
Brussels Airlines	0	0	7	7
Copa Airlines	1	3	28	32
Condor	0	0	11	11
Caribbean Airlines	0	0	5	5
China Eastern Airlines	0	0	5	5
Cathay Pacific Airways	0	0	17	17
China Southern Airlines	0	0	5	5
Discover Airlines	1	0	4	5
Egyptair	0	0	11	11
El Al Israel	1	0	5	6
EVA Airways	0	1	10	11
Etihad Airways	2	1	33	36
Ethiopian Airlines	0	2	18	20
Emirates	1	0	23	24
Fiji Airways	1	0	6	7
FRENCH BEE	3	0	5	8
Iberia Airlines	4	1	41	46
Icelandair	3	1	13	17
ITA Airways	0	0	25	25
Japan Airlines	1	1	7	9
Korean Air	0	0	8	8
KLM	2	0	27	29
Kenya Airways	0	0	6	6
Lufthansa	4	5	102	111
LOT Polish Airlines	1	0	9	10
LATAM Airlines Colombia	0	0	30	30
Norse Atlantic Airways	0	1	44	45
Philippine Airlines	1	0	8	9
Qantas	0	1	5	6

Qatar Airways	5	1	90	96
Royal Jordanian Airlines	0	0	11	11
Royal Air Maroc	0	0	15	15
Singapore Airlines	0	0	6	6
Sas	2	0	14	16
Saudi Arabian Airlines	0	0	19	19
Swiss	0	1	19	20
Turkish Airlines	7	6	94	107
TAP Air Portugal	1	0	19	20
Virgin Atlantic Airways	2	0	6	8
Volaris Airline	1	0	30	31
VivaAerobus	1	0	18	19
WestJet	0	1	9	10
Other Foreign Airline	4	1	89	94
TOTALS	65	29	1326	1,420

²Airlines are listed individually if the DOT received five or more complaint cases during this period. For U.S. carriers with fewer than five complaint cases, data is consolidated under 'Other U.S. Airline'.

AIR TRAVEL CONSUMER REPORT
TABLE 4. CONSUMER COMPLAINT CASES: TRAVEL AGENTS¹

August - December 25				
TRAVEL AGENTS	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
American Express Travel	0	0	12	12
ASAP Tickets	0	0	36	36
Alternative Airlines	0	0	6	6
BudgetAir	0	0	27	27
Booking.com	0	0	84	84
Bestticketfare.com	0	0	14	14
CheapTickets	0	0	5	5
ChaseTravel	0	0	20	20
CapitalOne	0	0	30	30
Cheapvuelos.com	0	0	13	13
CheapOair	0	0	37	37
Cheapflightsfares	0	0	10	10
Expedia	0	0	150	150
eDreams	0	0	18	18
Flighthub	0	0	21	21
FlightNetwork	0	0	12	12
Foggyfly.com	0	0	5	5
Gotogate/Gotogate	0	0	17	17
Hopper	0	0	5	5
Justfly	0	0	47	47
Kissandfly	0	0	12	12
Kiwi.com	1	0	41	42
Kayak	0	0	8	8
Makemytrip	0	0	7	7
Mytrip.Com	0	0	7	7
Orbitz.Com	0	0	20	20
Oojo	0	0	16	16
Priceline.com	1	0	79	80
SkyLuxTravel	0	0	10	10
Southwest Vacations	0	0	5	5
Smartfares.Com	0	0	7	7
Travelocity.Com	0	0	14	14
Trip.com	0	0	23	23
TravelMerry	0	0	7	7
Tarifasodeal	0	0	6	6
TRAVEL01.COM	0	0	5	5
Travoport	0	0	9	9
United Vacations	0	0	5	5
Other Travel Agent	0	0	125	125
TOTALS	2	0	975	977

December-25				
TRAVEL AGENTS	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
ASAPTickets	0	0	10	10
BudgetAir	0	0	6	6
Booking.com	0	0	22	22
ChaseTravel	0	0	6	6
CapitalOne	0	0	7	7
CheapOair	0	0	7	7
Cheapflightsfares	0	0	5	5
Expedia	0	0	42	42
Flighthub	0	0	6	6
Justfly	0	0	11	11
Kiwi.com	1	0	14	15
Orbitz.Com	0	0	5	5
Priceline.com	1	0	21	22
Travelocity.Com	0	0	5	5
Other Travel Agent	0	0	84	84
TOTALS	2	0	251	253

November-25				
TRAVEL AGENTS	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
ASAP Tickets	0	0	7	7
BudgetAir	0	0	6	6
Booking.com	0	0	10	10
Chase Travel	0	0	5	5
Capital One	0	0	6	6
CheapOair	0	0	7	7
Expedia	0	0	32	32
Justfly	0	0	9	9
Priceline.com	0	0	22	22
Trip.com	0	0	6	6
Travel Merry	0	0	5	5
Other Travel Agent	0	0	76	76
TOTALS	0	0	191	191

October-25				
TRAVEL AGENTS	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
ASAPTickets	0	0	5	5
BudgetAir	0	0	7	7
Booking.com	0	0	15	15
Cheapvuelos.com	0	0	5	5
CheapOair	0	0	5	5
Expedia	0	0	20	20
Flighthub	0	0	6	6
Justfly	0	0	8	8
Orbitz.Com	0	0	5	5
Priceline.com	0	0	13	13
Other Travel Agent	0	0	76	76
TOTALS	0	0	165	165

September-25				
TRAVEL AGENTS	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
ASAPTickets	0	0	8	8
Booking.com	0	0	15	15
CapitalOne	0	0	7	7
CheapOair	0	0	10	10
Expedia	0	0	26	26
Gotogate/Gotogate	0	0	5	5
Justfly	0	0	7	7
Kissandfly	0	0	5	5
Kiwi.com	0	0	9	9
Ojo	0	0	5	5
Priceline.com	0	0	10	10
Trip.com	0	0	6	6
Other Travel Agent	0	0	70	70
TOTALS	0	0	183	183

August-25				
TRAVEL AGENTS	DISABILITY	DISCRIM.	OTHER CONSUMER	TOTAL
ASAPTickets	0	0	6	6
BudgetAir	0	0	5	5
Booking.com	0	0	22	22
CapitalOne	0	0	6	6
CheapOair	0	0	8	8
Expedia	0	0	30	30
Justfly	0	0	12	12
Kiwi.com	0	0	10	10
Priceline.com	0	0	13	13
Trip.com	0	0	5	5
Other Travel Agent	0	0	68	68
TOTALS	0	0	185	185

¹Travel Agents are listed individually if the DOT received five or more complaint cases during this period. For Travel Agents with fewer than five complaint cases, data is consolidated under 'Other Travel Agent'.