

CONSUMER SUBMISSIONS

As DOT works to modernize its database to improve the customer experience for the tens of thousands of consumers who use the system each year and enable the Office of Aviation Consumer Protection (OACP) to more effectively engage in oversight of the airline industry, DOT has revised how it processes consumer complaints received after June 1, 2023. DOT has also revised the format of the Air Travel Consumer Report (ATCR) to display consumer submissions (complaints, inquiries, and opinions) as opposed to complaints, for the period from June 2023, until the date its system is modernized.

This section summarizes the aviation consumer submission and civil rights complaint tables, filed with the Department in writing. An explanation of each table appears below:

Table 1. Summary - shows the total number of submissions, and also breaks them down by industry groups (U.S. airlines, Travel Agents, etc.). Figures for the current month are compared to the same month in the previous year.

Table 2. Submissions Regarding U.S. Airlines - shows the number of submissions about individual U.S. airlines, listed alphabetically. Figures for the current month are compared to the same month in the previous year.

Table 3. Submissions Regarding Companies Other Than U.S. Airlines - shows the number of submissions about individual foreign airlines, travel agents, etc.

Table 4. Submissions Regarding Large U.S. Marketing Airlines - shows the number of submissions about largest U.S. marketing airlines (those that account for at least half of one percent of total domestic scheduled-service passenger revenues).

Table 5. Civil Rights Complaints by Air Travelers - This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection that allege discrimination in air travel. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

Table 6. Civil Rights Complaints by Air Travelers (Other than Disability, by Category) - This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

AIR TRAVEL CONSUMER REPORT
TABLE 1. CONSUMER SUBMISSIONS SUMMARY

SUBMISSIONS		
	APRIL 2025	APRIL 2024
US AIRLINES	4,119	4,031
FOREIGN AIRLINES	1,235	1,497
TRAVEL AGENTS/TOUR OPERATORS	111	134
MISCELLANEOUS	54	34
INDUSTRY TOTALS	5,519	5,696

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

U.S. AIRLINES ¹	APRIL 2025
ALASKA AIRLINES	72
ALLEGiant AIR	66
AMERICAN AIRLINES	1,413
AVELO AIRLINES	37
BREEZE AIRWAYS	39
DELTA AIR LINES	579
FRONTIER AIRLINES	632
HAWAIIAN AIRLINES	31
JETBLUE AIRWAYS	231
SILVER AIRWAYS	15
SOUTHWEST AIRLINES	136
SPIRIT AIRLINES	280
SUN COUNTRY AIRLINES	28
UNITED AIRLINES	547
Other U.S. Airlines	13
TOTAL	4,119

¹AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS FOR U.S. AIRLINES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

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

FOREIGN AIRLINES	APRIL 2025		
AER LINGUS	18	JAPAN AIR LINES COMPANY	6
AEROMEXICO	18	KLM	17
AIR CANADA	32	KOREAN AIR LINES	10
AIR FRANCE	73	LATAM	28
AIR INDIA	38	LEVEL	13
AIR PREMIA	9	LOT POLISH AIRLINES	7
ANA ALL NIPPON AIRWAYS	6	LUFTHANSA	74
AUSTRIAN AIRLINES	7	NORSE ATLANTIC AIRWAYS	38
AVIANCA	57	PHILIPPINE AIRLINES	12
BRITISH AIRWAYS	58	QANTAS AIRWAYS	5
BRUSSELS AIRLINES	5	QATAR AIRWAYS	85
CATHAY PACIFIC AIRWAYS	11	ROYAL AIR MAROC	16
COPA	22	SAS	10
EGYPTAIR	13	SATA INTERNACIONAL	6
EL AL ISRAEL	9	SAUDI ARABIAN AIRLINES	6
EMIRATES AIRLINES	19	SINGAPORE AIRLINES	9
ETHIOPIAN AIRLINES	20	SWISS AIR	16
ETIHAD AIRWAYS	16	TAP	23
EVA AIRWAYS	10	TURKISH AIRLINES	108
FINNAIR OY	6	VIRGIN ATLANTIC AIRWAYS	27
FLAIR AIRLINES	5	VIVAAEROBUS	23
FRENCH BEE	15	VOLARIS AIRLINES	57
IBERIA AIRLINES	29	WEST JET	8
ICELANDAIR	7	ZIPAIR	8
ITA AIRWAYS	16	OTHER FOREIGN AIRLINES	104
		TOTALS	1,235

¹ENTITIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS ABOUT ENTITIES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TRAVEL AGENTS AND TOUR OPERATORS', ETC.

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

TRAVEL AGENTS AND TOUR OPERATORS	APRIL 2025	MISCELLANEOUS	APRIL 2025
BOOKING.COM	11	FAA	11
CHEAPOAIR.COM	9	TSA	19
EXPEDIA.COM	17	OTHER MISCELLANEOUS	54
OVAGO	6	TOTALS	84
OTHER TRAVEL AGENTS	68		
TOTALS	111		

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

U.S. AIRLINES ¹	APRIL 2025	APRIL 2024
ALASKA AIRLINES NETWORK ²	72	69
ALLEGiant AIR	66	51
AMERICAN AIRLINES NETWORK ²	1,413	1,229
DELTA AIR LINES NETWORK ²	579	416
FRONTIER AIRLINES	632	633
HAWAIIAN AIRLINES	31	41
JETBLUE AIRWAYS	231	269
SOUTHWEST AIRLINES	136	200
SPIRIT AIRLINES	280	379
UNITED AIRLINES NETWORK ²	547	620
TOTAL	3,987	3,907

¹All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

²Network branded Codeshare Partners are listed in the table below.

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Air Wisconsin Airlines	Horizon Air	Endeavor Air	CommutAir
Envoy Air	SkyWest Airlines	Republic Airways	GoJet Airlines
PSA Airlines		SkyWest Airlines	Mesa Airlines
Piedmont Airlines			Republic Airways
Republic Airways			SkyWest Airlines
SkyWest Airlines			

AIR TRAVEL CONSUMER REPORT
TABLE 5. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS

DISABILITY COMPLAINTS		
AIRLINE	APRIL 2025	APRIL 2024
AEROMEXICO	1	2
AIR FRANCE	2	4
ALASKA AIRLINES	5	2
ALLEGiant AIR	11	2
AMERICAN AIRLINES	33	41
AVIANCA	3	1
AZUL	1	0
BREEZE AIRWAYS	2	0
BRITISH AIRWAYS	1	0
COPA	1	1
DELTA AIR LINES	19	23
EGYPTAIR	1	0
EMIRATES AIRLINES	2	0
FIJI AIRWAYS	2	0
FRENCH BEE	1	0
FRONTIER AIRLINES	26	16
HAWAIIAN AIRLINES	4	1
JETBLUE AIRWAYS	9	13
KLM	1	1
KOREAN AIR LINES	3	0
LATAM	1	0
LEVEL	1	0
LUFTHANSA	3	1
NORSE ATLANTIC AIRWAYS	1	0
PHILIPPINE AIRLINES	1	0
QATAR AIRWAYS	5	0
ROYAL AIR MAROC	1	0
SKY HIGH	1	0

SOUTHWEST AIRLINES	16	14
SPIRIT AIRLINES	5	15
SUN COUNTRY AIRLINES	1	1
SWISS AIR	1	0
TAP	1	1
TURKISH AIRLINES	6	1
UNITED AIRLINES	24	25
UZBEKISTAN AIRWAYS	1	0
VIETNAM AIRWAYS	1	0
VIVAAEROBUS	2	1
OTHER AIRLINES	0	16
TOTALS	200	182

DISCRIMINATION COMPLAINTS		
AIRLINE	APRIL 2025	APRIL 2024
ALASKA AIRLINES	1	0
ALLEGiant AIR	1	0
AMERICAN AIRLINES	2	0
DELTA AIR LINES	2	2
ETHIOPIAN AIRLINES	1	0
FRONTIER AIRLINES	2	0
JETBLUE AIRWAYS	1	1
SPIRIT AIRLINES	1	0
OTHER AIRLINES	0	3
TOTALS	11	6

AIR TRAVEL CONSUMER REPORT

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

APRIL 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA AIRLINES				1			
ALLEGiant AIR							1
AMERICAN AIRLINES	1		1				
DELTA AIR LINES					1	1	
ETHIOPIAN AIRLINES			1				
FRONTIER AIRLINES		1		1			
JETBLUE AIRWAYS		1					
SPIRIT AIRLINES			1				
TOTALS	1	2	3	2	1	1	1

One complaint may raise multiple grounds for discrimination. The Office of Aviation Consumer Protection categorizes each complaint based on the primary ground of the alleged discrimination.