

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		
	JANUARY 2025	JANUARY 2024
US AIRLINES	5,386	4,478
FOREIGN AIRLINES	1,950	2,197
TRAVEL AGENTS/TOUR OPERATORS	164	189
MISCELLANEOUS	89	57
INDUSTRY TOTALS	7,589	6,921

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

U.S. AIRLINES¹	JANUARY 2025
ALASKA AIRLINES	124
ALLEGiant AIR	135
AMERICAN AIRLINES	1,694
AVELO AIRLINES	55
BREEZE AIRWAYS	64
CONTOUR AIRLINES	14
DELTA AIR LINES	826
FRONTIER AIRLINES	578
HAWAIIAN AIRLINES	53
JETBLUE AIRWAYS	396
MOKULELE AIRLINES	5
SILVER AIRWAYS	14
SOUTHWEST AIRLINES	200
SPIRIT AIRLINES	305
SUN COUNTRY AIRLINES	39
UNITED AIRLINES	864
Other U.S. Airlines	20
TOTAL	5,386

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

FOREIGN AIRLINES	JANUARY 2025		
AER LINGUS	45	KENYA AIRWAYS	8
AEROMEXICO	38	KLM	29
AIR CANADA	80	KOREAN AIR LINES	10
AIR FRANCE	133	LATAM	41
AIR INDIA	79	LOT POLISH AIRLINES	9
AIR PREMIA INC.	6	LUFTHANSA	167
AIR SERBIA	5	NORSE ATLANTIC AIRWAYS	23
ANA ALL NIPPON AIRWAYS	10	PHILIPPINE AIRLINES	12
AUSTRIAN AIRLINES	12	PLAY AIRLINES	10
AVIANCA	87	PORTER AIRLINES	8
AZUL BRAZILIAN AIRLINES	7	QANTAS AIRWAYS	7
BRITISH AIRWAYS	95	QATAR AIRWAYS	96
BRUSSELS AIRLINES	6	ROYAL AIR MAROC	33
CATHAY PACIFIC AIRWAYS	23	SAS	22
CHINA AIRLINES	7	SAUDI ARABIAN AIRLINES	20
CONDOR	6	SINGAPORE AIRLINES	14
COPA	23	SWISS AIR	47
EGYPTAIR	11	TAP	22
EL AL ISRAEL	9	TURKISH AIRLINES	148
EMIRATES AIRLINES	46	VIRGIN ATLANTIC AIRWAYS	29
ETHIOPIAN AIRLINES	45	VIVAAEROBUS	34
ETIHAD AIRWAYS	45	VOLARIS AIRLINES	81
EVA AIRWAYS	6	WEST JET	14
FIJI AIRWAYS	10	ZIPAIR	5
FLAIR AIRLINES	10	OTHER FOREIGN AIRLINES	87
FRENCH BEE	11	TOTALS	1,950
IBERIA AIRLINES	57		
ICELANDAIR	15		
INDIGO AIRLINES	12		
ITA AIRWAYS	29		
JAPAN AIR LINES COMPANY	6		

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

TRAVEL AGENTS/TOUR OPERATORS	JANUARY 2025	MISCELLANEOUS	JANUARY 2025
ASAPTICKETS.COM	6	FAA	7
BOOKING.COM	14	TSA	24
BUDGETAIR.COM	7	OTHER MISCELLANEOUS	58
CHASE TRAVEL	6	TOTALS	89
CHEAPOAIR.COM	9		
EDREAMS.COM	5		
EXPEDIA.COM	26		
JUSTFLY.COM	6		
KIWI.COM	8		
MYTRIP.COM	5		
ORBITZ.COM	7		
PRICELINE.COM	8		
OTHER TRAVEL AGENTS	56		
TOTALS	163		

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AIR TRAVEL CONSUMER REPORT

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

U.S. AIRLINES ¹	JANUARY 2025	JANUARY 2024
ALASKA AIRLINES NETWORK ²	124	179
ALLEGiant AIR	135	99
AMERICAN AIRLINES NETWORK ²	1,694	1,053
DELTA AIR LINES NETWORK ²	826	516
FRONTIER AIRLINES	578	508
HAWAIIAN AIRLINES	53	54
JETBLUE AIRWAYS	396	297
SOUTHWEST AIRLINES	200	289
SPIRIT AIRLINES	305	466
UNITED AIRLINES NETWORK ²	864	895
TOTAL	5,175	4,356

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	JANUARY 2025	JANUARY 2024
AER LINGUS	2	0
AEROMEXICO	2	1
AIR FRANCE	3	1
AIR INDIA	1	1
ALASKA AIRLINES	8	2
ALLEGiant AIR	14	17
AMERICAN AIRLINES	51	47
AVELO AIRLINES	2	1
AZUL BRAZILIAN AIRLINES	1	0
BREEZE AIRWAYS	1	0
BRITISH AIRWAYS	2	0
CONDOR	1	0
COPA	1	2
DELTA AIR LINES	27	35
EMIRATES AIRLINES	1	2
ETIHAD AIRWAYS	2	0
FLAIR AIRLINES	3	0
FRONTIER AIRLINES	21	12
HAWAIIAN AIRLINES	4	3
IBERIA AIRLINES	2	1
JETBLUE AIRWAYS	15	17
KENYA AIRWAYS	1	0
LATAM	2	2
LUFTHANSA	3	4
NORSE ATLANTIC AIRWAYS	1	0
QATAR AIRWAYS	1	0
SOUTHWEST AIRLINES	18	23

SPIRIT AIRLINES	4	17
TAP	1	1
TURKISH AIRLINES	4	0
UNITED AIRLINES	25	17
VOLARIS AIRLINES	1	1
ZIPAIR	1	0
Other Airlines	0	19
TOTALS	226	226

DISCRIMINATION COMPLAINTS		
AIRLINE	JANUARY 2025	JANUARY 2024
AMERICAN AIRLINES	2	5
AVELO AIRLINES	1	0
DELTA AIR LINES	1	2
ETHIOPIAN AIRLINES	1	0
FRONTIER AIRLINES	2	2
JETBLUE AIRWAYS	1	0
SOUTHWEST AIRLINES	1	0
UNITED AIRLINES	1	3
Other Airlines	0	1
TOTALS	10	13

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN AIRLINES	2						
AVELO AIRLINES		1					
DELTA AIR LINES						1	
ETHIOPIAN AIRLINES			1				
FRONTIER AIRLINES		2					
JETBLUE AIRWAYS							1
SOUTHWEST AIRLINES		1					
UNITED AIRLINES						1	
TOTALS	2	4	1	0	0	2	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.