

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		
	JULY 2025	JULY 2024
US AIRLINES	8,812	15,108
FOREIGN AIRLINES	1,876	2,224
TRAVEL AGENTS/TOUR OPERATORS	207	186
MISCELLANEOUS	69	61
INDUSTRY TOTALS	10,964	17,393

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

U.S. AIRLINES¹	JULY 2025
ALASKA AIRLINES	198
ALLEGiant AIR	148
AMERICAN AIRLINES	2,879
AVELO AIRLINES	67
BREEZE AIRWAYS	81
CONTOUR AIRLINES	12
DELTA AIR LINES	1,153
FRONTIER AIRLINES	1,196
HAWAIIAN AIRLINES	80
JETBLUE AIRWAYS	649
SILVER AIRWAYS	12
SOUTHWEST AIRLINES	351
SPIRIT AIRLINES	498
SUN COUNTRY AIRLINES	55
UNITED AIRLINES	1,417
Other U.S. Airlines	16
TOTAL	8,812

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

U.S. AIRLINES ¹	JUL 2025	JUL 2024
ALASKA AIRLINES NETWORK ²	198	111
ALLEGIANT AIR	148	245
AMERICAN AIRLINES NETWORK ²	2,879	3,238
DELTA AIR LINES NETWORK ²	1,153	6,643
FRONTIER AIRLINES	1,196	1,164
HAWAIIAN AIRLINES	80	40
JETBLUE AIRWAYS	649	517
SOUTHWEST AIRLINES	351	357
SPIRIT AIRLINES	498	995
UNITED AIRLINES NETWORK ²	1,417	1,538
TOTAL	8,569	14,848

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
Envoy Air	Horizon Air	Endeavor Air	CommutAir
PSA Airlines	SkyWest Airlines	Republic Airways	GoJet Airlines
Piedmont Airlines		SkyWest Airlines	Mesa Airlines
Republic Airways			Republic Airways
SkyWest Airlines			SkyWest Airlines

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

FOREIGN AIRLINES	JUL 2025		
AER LINGUS	26	ITA AIRWAYS	38
AEROMEXICO	43	JAPAN AIR LINES COMPANY	9
AIR CANADA	61	KENYA AIRWAYS	9
AIR CHINA	5	KLM	47
AIR EUROPA	8	KOREAN AIR LINES	6
AIR FRANCE	138	LATAM	38
AIR INDIA	47	LEVEL	11
ANA ALL NIPPON AIRWAYS	7	LOT POLISH AIRLINES	8
ASIANA AIRLINES	12	LUFTHANSA	149
AUSTRIAN AIRLINES	9	NORSE ATLANTIC AIRWAYS	89
AVIANCA	81	PHILIPPINE AIRLINES	7
AZUL BRAZILIAN AIRLINES	5	PORTER AIRLINES	6
BRITISH AIRWAYS	82	QATAR AIRWAYS	121
BRUSSELS AIRLINES	5	ROYAL AIR MAROC	14
CATHAY PACIFIC AIRWAYS	17	ROYAL JORDANIAN AIRLINES	13
CONDOR	9	SAS	15
COPA	31	SATA INTERNACIONAL	15
EGYPTAIR	14	SAUDI ARABIAN AIRLINES	10
EL AL ISRAEL	22	SINGAPORE AIRLINES	5
EMIRATES AIRLINES	21	SWISS AIR	29
ETHIOPIAN AIRLINES	32	TAP	29
ETIHAD AIRWAYS	47	TURKISH AIRLINES	146
EVA AIRWAYS	7	VIRGIN ATLANTIC AIRWAYS	11
FINNAIR	6	VIVAAEROBUS	19
FLAIR AIRLINES	10	VOLARIS AIRLINES	49
FRENCH BEE	18	VUELING AIRLINES	12
IBERIA AIRLINES	63	WEST JET	23
ICELANDAIR	21	OTHER FOREIGN AIRLINES	94
INDIGO AIRLINES	7	TOTALS	1,876

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

TRAVEL AGENTS AND TOUR OPERATORS	JUL 2025	MISCELLANEOUS	JUL 2025
ASAPTICKETS.COM	7	FAA	7
BOOKING.COM	23	TSA	17
BUDGETAIR.COM	8	OTHER MISCELLANEOUS	69
CAPITAL ONE TRAVEL	9	TOTALS	93
CHEAPOAIR.COM	13		
EXPEDIA.COM	40		
FAREBOOM.COM	5		
GOTOGATE	5		
JUSTFLY.COM	10		
KIWI.COM	9		
MYTRIP.COM	6		
PRICELINE.COM	12		
OTHER TRAVEL AGENTS	60		
TOTALS	207		

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

DISABILITY COMPLAINTS		
AIRLINE	JUL 2025	JUL 2024
AEROMEXICO	2	2
AIR CANADA	1	1
AIR FRANCE	2	6
AIR SERBIA	1	0
ALASKA AIRLINES	2	8
ALLEGIANT AIR	12	9
AMERICAN AIRLINES	64	58
AVELO AIRLINES	1	0
AVIANCA	3	2
BOLIVIANA	1	0
BREEZE AIRWAYS	2	0
BRITISH AIRWAYS	4	1
CONDOR	1	1
COPA	1	1
DELTA AIR LINES	32	58
EMIRATES AIRLINES	1	1
ETHIOPIAN AIRLINES	1	0
FRENCH BEE	1	0
FRONTIER AIRLINES	32	13
HAWAIIAN AIRLINES	7	2
ICELANDAIR	1	0
ITA AIRWAYS	1	1
JETBLUE AIRWAYS	22	30
KLM	1	2
KOREAN AIR LINES	1	0
LATAM	1	1
LUFTHANSA	4	5
MOKULELE AIRLINES	1	0
PHILIPPINE AIRLINES	1	0

QATAR AIRWAYS	3	4
ROYAL AIR MAROC	1	0
ROYAL JORDANIAN AIRLINES	1	0
SOUTHWEST AIRLINES	25	29
SPIRIT AIRLINES	7	9
TAP	2	2
TURKISH AIRLINES	3	8
UNITED AIRLINES	39	32
VIRGIN ATLANTIC AIRWAYS	1	1
VUELING AIRLINES	1	0
OTHER AIRLINES	0	23
TOTALS	287	310

DISCRIMINATION COMPLAINTS		
AIRLINE	JUL 2025	JUL 2024
ALASKA AIRLINES	4	0
AMERICAN AIRLINES	1	0
DELTA AIR LINES	9	1
ETIHAD AIRWAYS	1	0
FRONTIER AIRLINES	2	0
ICELANDAIR	1	0
JETBLUE AIRWAYS	7	1
KLM	1	0
LUFTHANSA	1	0
QATAR AIRWAYS	1	0
TAP	1	0
UNITED AIRLINES	4	1
VOLARIS AIRLINES	1	0
OTHER AIRLINES	0	5
TOTALS	34	8

AIR TRAVEL CONSUMER REPORT

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

JUL 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA AIRLINES		4					
AMERICAN AIRLINES		1					
DELTA AIR LINES	6	3					
ETIHAD AIRWAYS		1					
FRONTIER AIRLINES		2					
ICELANDAIR					1		
JETBLUE AIRWAYS	2	3			1		1
KLM				1			
LUFTHANSA			1				
QATAR AIRWAYS		1					
TAP	1						
UNITED AIRLINES	2	1			1		
VOLARIS AIRLINES			1				
TOTALS	11	16	2	1	3	0	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.