

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		
	JUNE 2025	JUNE 2024
US AIRLINES	6,334	6,485
FOREIGN AIRLINES	1,566	1,693
TRAVEL AGENTS/TOUR OPERATORS	180	140
MISCELLANEOUS	49	68
INDUSTRY TOTALS	8,129	8,386

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

U.S. AIRLINES ¹	JUNE 2025
ALASKA AIRLINES	136
ALLEGiant AIR	125
AMERICAN AIRLINES	1,996
AVELO AIRLINES	44
BREEZE AIRWAYS	70
CONTOUR AIRLINES	9
DELTA AIR LINES	829
FRONTIER AIRLINES	1,084
HAWAIIAN AIRLINES	57
JETBLUE AIRWAYS	278
SILVER AIRWAYS	29
SOUTHWEST AIRLINES	229
SPIRIT AIRLINES	415
SUN COUNTRY AIRLINES	45
UNITED AIRLINES	973
Other U.S. Airlines	15
TOTAL	6,334

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	JUN 2025		
AER LINGUS	32	JAPAN AIR LINES COMPANY	12
AEROMEXICO	34	KLM	25
AIR CANADA	54	KOREAN AIR LINES	5
AIR EUROPA	5	LATAM	32
AIR FRANCE	88	LEVEL	8
AIR INDIA	53	LOT POLISH AIRLINES	10
ANA ALL NIPPON AIRWAYS	8	LUFTHANSA	81
ASIANA AIRLINES	13	NORSE ATLANTIC AIRWAYS	48
AUSTRIAN AIRLINES	11	PHILIPPINE AIRLINES	9
AVIANCA	67	PLAY AIRLINES	5
AZUL BRAZILIAN AIRLINES	5	PORTER AIRLINES	7
BRITISH AIRWAYS	59	QANTAS AIRWAYS	8
CATHAY PACIFIC AIRWAYS	10	QATAR AIRWAYS	107
CONDOR	15	ROYAL AIR MAROC	18
COPA	29	ROYAL JORDANIAN AIRLINES	11
EGYPTAIR	16	SAS	17
EL AL ISRAEL	19	SATA INTERNACIONAL	18
EMIRATES AIRLINES	26	SAUDI ARABIAN AIRLINES	17
ETHIOPIAN AIRLINES	15	SINGAPORE AIRLINES	11
ETIHAD AIRWAYS	44	SWISS AIR	17
FIJI AIRWAYS	6	TAP	21
FINNAIR OY	10	TURKISH AIRLINES	159
FLAIR AIRLINES	15	VIRGIN ATLANTIC AIRWAYS	23
FRENCH BEE	22	VIVAAEROBUS	13
IBERIA AIRLINES	52	VOLARIS AIRLINES	43
ICELANDAIR	8	VUELING AIRLINES	5
INDIGO AIRLINES	5	WEST JET	9
ITA AIRWAYS	25	OTHER FOREIGN AIRLINES	81
		TOTALS	1,566

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	JUN 2025	MISCELLANEOUS	JUN 2025
ASAPTICKETS.COM	8	TSA	15
BOOKING.COM	13	OTHER MISCELLANEOUS	34
CAPITAL ONE TRAVEL	8	TOTALS	49
CHEAPOAIR.COM	13		
EXPEDIA.COM	25		
FLIGHTHUB	7		
JUSTFLY.COM	10		
KISSANDFLY	5		
KIWI.COM	5		
OOJO.COM	5		
PRICELINE.COM	14		
OTHER TRAVEL AGENTS	67		
TOTALS	180		

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

U.S. AIRLINES¹	JUN 2025	JUN 2024
ALASKA AIRLINES NETWORK ²	136	96
ALLEGiant AIR	125	100
AMERICAN AIRLINES NETWORK ²	1,996	2,559
DELTA AIR LINES NETWORK ²	829	632
FRONTIER AIRLINES	1,084	886
HAWAIIAN AIRLINES	57	29
JETBLUE AIRWAYS	278	348
SOUTHWEST AIRLINES	229	244
SPIRIT AIRLINES	415	545
UNITED AIRLINES NETWORK ²	973	838
TOTAL	6,122	6,277

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 5. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS

DISABILITY COMPLAINTS		
AIRLINE	JUN 2025	JUN 2024
AER LINGUS	1	1
AEROMEXICO	2	3
AIR CANADA	2	5
AIR FRANCE	1	4
ALASKA AIRLINES	10	7
ALLEGiant AIR	18	2
AMERICAN AIRLINES	48	67
AVELO AIRLINES	2	2
BREEZE AIRWAYS	7	1
CONDOR	5	2
COPA	2	2
DELTA AIR LINES	33	33
ETIHAD AIRWAYS	2	0
FIJI AIRWAYS	1	0
FRONTIER AIRLINES	37	21
HAWAIIAN AIRLINES	5	0
IBERIA AIRLINES	2	3
ICELANDAIR	1	0
JAPAN AIR LINES	3	0
JETBLUE AIRWAYS	9	11
KLM	1	0
KOREAN AIR LINES	1	0
LATAM	1	0
LOT POLISH AIRLINES	1	0
LUFTHANSA	2	6
QATAR AIRWAYS	1	1
ROYAL AIR MAROC	1	1
SAS	1	1
SOUTHWEST AIRLINES	14	10

SPIRIT AIRLINES	7	10
TAP	1	0
TURKISH AIRLINES	4	5
UNITED AIRLINES	23	17
VIVAAEROBUS	1	1
OTHER AIRLINES	0	16
TOTALS	250	232

DISCRIMINATION COMPLAINTS		
AIRLINE	JUN 2025	JUN 2024
AEGEAN	1	0
AEROMEXICO	1	0
ALASKA AIRLINES	1	0
AMERICAN AIRLINES	1	3
AVIANCA	1	0
DELTA AIR LINES	2	0
FIJI AIRWAYS	1	0
FRONTIER AIRLINES	4	1
SAUDI ARABIAN AIRLINES	1	0
SPIRIT AIRLINES	1	0
UNITED AIRLINES	3	1
WEST JET	1	0
OTHER AIRLINES	0	1
TOTALS	18	6

AIR TRAVEL CONSUMER REPORT

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

JUN 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AEGEAN AIRLINES		1					
AEROMEXICO					1		
ALASKA AIRLINES						1	
AMERICAN AIRLINES			1				
AVIANCA				1			
DELTA AIR LINES			1	1			
FIJI AIRWAYS			1				
FRONTIER AIRLINES		1	3				
SAUDI ARABIAN AIRLINES			1				
SPIRIT AIRLINES	1						
UNITED AIRLINES		1	1		1		
WEST JET		1					
TOTALS	1	4	8	2	2	1	0

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.