

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		
	MARCH 2025	MARCH 2024
US AIRLINES	4,016	3,761
FOREIGN AIRLINES	1,421	1,401
TRAVEL AGENTS/TOUR OPERATORS	103	138
MISCELLANEOUS	56	52
INDUSTRY TOTALS	5,596	5,352

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

U.S. AIRLINES ¹	MARCH 2025
ALASKA AIRLINES	89
ALLEGiant AIR	74
AMERICAN AIRLINES	1,297
AVELO AIRLINES	34
BREEZE AIRWAYS	47
CONTOUR AIRLINES	9
DELTA AIR LINES	490
FRONTIER AIRLINES	542
HAWAIIAN AIRLINES	50
JETBLUE AIRWAYS	285
SILVER AIRWAYS	49
SOUTHWEST AIRLINES	176
SPIRIT AIRLINES	271
SUN COUNTRY AIRLINES	31
UNITED AIRLINES	565
Other U.S. Airlines	7
TOTAL	4,016

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	MARCH 2025		
AER LINGUS	26	KLM	27
AEROMEXICO	41	LATAM	35
AIR CANADA	52	LOT POLISH AIRLINES	8
AIR EUROPA	5	LUFTHANSA	112
AIR FRANCE	86	NORSE ATLANTIC AIRWAYS	22
AIR INDIA	44	PHILIPPINE AIRLINES	10
ANA ALL NIPPON AIRWAYS	6	QATAR AIRWAYS	75
ASIANA AIRLINES	5	ROYAL AIR MAROC	12
AUSTRIAN AIRLINES	7	ROYAL JORDANIAN AIRLINES	10
AVIANCA	65	SAS	16
BRITISH AIRWAYS	72	SAUDI ARABIAN AIRLINES	12
BRUSSELS AIRLINES	6	SINGAPORE AIRLINES	13
CATHAY PACIFIC AIRWAYS	13	SWISS AIR	17
COPA	18	TAP	25
EGYPTAIR	11	TURKISH AIRLINES	132
EL AL ISRAEL	21	VIRGIN ATLANTIC AIRWAYS	19
EMIRATES AIRLINES	32	VIVAAEROBUS	17
ETHIOPIAN AIRLINES	20	VOLARIS AIRLINES	60
ETIHAD AIRWAYS	38	WEST JET	6
FIJI AIRWAYS	5	ZIPAIR	10
FLAIR AIRLINES	6	OTHER FOREIGN AIRLINES	117
FRENCH BEE	16	TOTALS	1,421
GOL AIRLINES	5		
IBERIA AIRLINES	35		
ICELANDAIR	12		
ITA AIRWAYS	11		
JAPAN AIR LINES COMPANY	8		

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

TRAVEL AGENTS AND TOUR OPERATORS	MARCH 2025	MISCELLANEOUS	MARCH 2025
BOOKING.COM	6	FAA	5
CHEAPOAIR.COM	7	TSA	16
EXPEDIA.COM	11	OTHER MISCELLANEOUS	56
GOTOGATE	5	TOTALS	77
JUSTFLY.COM	5		
OTHER TRAVEL AGENTS	69		
TOTALS	103		

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AIR TRAVEL CONSUMER REPORT

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

U.S. AIRLINES ¹	MARCH 2025	MARCH 2024
ALASKA AIRLINES NETWORK ²	89	87
ALLEGiant AIR	74	60
AMERICAN AIRLINES NETWORK ²	1,297	1,051
DELTA AIR LINES NETWORK ²	490	371
FRONTIER AIRLINES	542	560
HAWAIIAN AIRLINES	50	31
JETBLUE AIRWAYS	285	280
SOUTHWEST AIRLINES	176	219
SPIRIT AIRLINES	271	452
UNITED AIRLINES NETWORK ²	565	532
TOTAL	3,839	3,643

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	MARCH 2025	MARCH 2024
AEGEAN AIRLINES	1	0
AER LINGUS	1	0
AIR EUROPA	1	0
AIR FRANCE	1	4
AIR INDIA	1	0
ALASKA AIRLINES	9	4
ALLEGiant AIR	11	6
AMERICAN AIRLINES	43	36
AVELO AIRLINES	2	0
AVIANCA	1	3
BREEZE AIRWAYS	2	0
CAPE AIR	1	0
CHINA EASTERN	1	0
COPA	1	1
DELTA AIR LINES	18	13
EMIRATES AIRLINES	1	1
ENVOY AIR	1	0
FRONTIER AIRLINES	16	14
HAWAIIAN AIRLINES	3	2
IBERIA AIRLINES	1	1
JAPAN AIR LINES	1	0
JETBLUE AIRWAYS	13	12
KLM	2	0
LATAM	1	0
LUFTHANSA	2	3
NORSE ATLANTIC AIRWAYS	2	0
QATAR AIRWAYS	2	0
ROYAL JORDANIAN AIRLINES	1	0

SILVER AIRWAYS	3	1
SOUTHWEST AIRLINES	16	21
SPIRIT AIRLINES	9	9
SUN COUNTRY AIRLINES	1	0
TURKISH AIRLINES	1	2
UNITED AIRLINES	19	21
VIRGIN ATLANTIC AIRWAYS	2	0
VIVAAEROBUS	3	0
VOLARIS AIRLINES	1	3
OTHER AIRLINES	0	15
TOTALS	195	172

DISCRIMINATION COMPLAINTS		
AIRLINE	MARCH 2025	MARCH 2024
ALASKA AIRLINES	1	0
AMERICAN AIRLINES	8	3
FRONTIER AIRLINES	4	0
JETBLUE AIRWAYS	2	0
LUFTHANSA	1	0
SAS	1	0
SOUTHWEST AIRLINES	1	0
SPIRIT AIRLINES	2	0
UNITED AIRLINES	3	0
OTHER AIRLINES	0	0
TOTALS	23	3

AIR TRAVEL CONSUMER REPORT

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

MARCH 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA AIRLINES		1					
AMERICAN AIRLINES	1	1	1	4	1		
FRONTIER AIRLINES		2	1	1			
JETBLUE AIRWAYS				2			
LUFTHANSA					1		
SAS		1					
SOUTHWEST AIRLINES				1			
SPIRIT AIRLINES	2		2	1			
UNITED AIRLINES							
TOTALS	3	5	4	9	2		

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.