

## **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**

<b>SUBMISSIONS</b>		
	<b>MAY 2025</b>	<b>MAY 2024</b>
US AIRLINES	4,951	5,831
FOREIGN AIRLINES	1,369	1,591
TRAVEL AGENTS/TOUR OPERATORS	167	174
MISCELLANEOUS	65	151
<b>INDUSTRY TOTALS</b>	<b>6,552</b>	<b>7,747</b>

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

<b>U.S. AIRLINES<sup>1</sup></b>	<b>MAY 2025</b>
ALASKA AIRLINES	101
ALLEGiant AIR	86
AMERICAN AIRLINES	1,574
AVELO AIRLINES	26
BREEZE AIRWAYS	51
CONTOUR AIRLINES	11
DELTA AIR LINES	684
FRONTIER AIRLINES	671
HAWAIIAN AIRLINES	75
JETBLUE AIRWAYS	251
SILVER AIRWAYS	18
SOUTHWEST AIRLINES	197
SPIRIT AIRLINES	333
SUN COUNTRY AIRLINES	24
UNITED AIRLINES	832
Other U.S. Airlines	17
<b>TOTAL</b>	<b>4,951</b>

<sup>1</sup>AIRLINES 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. AIRLINES<sup>1</sup>**

FOREIGN AIRLINES	MAY 2025		
		ITA AIRWAYS	23
AEGEAN AIRLINES	5	JAPAN AIR LINES COMPANY	7
AER LINGUS	23	KLM	22
AEROMEXICO	30	KOREAN AIR LINES	9
AIR CANADA	54	LATAM	32
AIR FRANCE	105	LUFTHANSA	106
AIR INDIA	29	NORSE ATLANTIC AIRWAYS	38
AIR PREMIA	9	PHILIPPINE AIRLINES	7
ANA ALL NIPPON AIRWAYS	7	QANTAS AIRWAYS	5
ASIANA AIRLINES	9	QATAR AIRWAYS	84
AUSTRIAN AIRLINES	7	ROYAL AIR MAROC	14
AVIANCA	61	ROYAL JORDANIAN AIRLINES	9
BRITISH AIRWAYS	61	SAS	14
CATHAY PACIFIC AIRWAYS	17	SATA INTERNACIONAL	6
CHINA AIRLINES	7	SAUDI ARABIAN AIRLINES	15
CONDOR	9	SINGAPORE AIRLINES	10
COPA	24	SURINAM AIRWAYS	5
EGYPTAIR	16	SWISS AIR	19
EL AL ISRAEL	12	TAP	28
EMIRATES AIRLINES	17	TURKISH AIRLINES	106
ETHIOPIAN AIRLINES	20	VIRGIN ATLANTIC AIRWAYS	19
ETIHAD AIRWAYS	28	VIVAAEROBUS	10
FIJI AIRWAYS	5	VOLARIS AIRLINES	46
FINNAIR	6	WEST JET	8
FLAIR AIRLINES	7	ZIPAIR	5
FRENCH BEE	10	OTHER FOREIGN AIRLINES	90
IBERIA AIRLINES	36	<b>TOTALS</b>	<b>1,369</b>
ICELANDAIR	18		

<sup>1</sup>ENTITIES 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. AIRLINES<sup>1</sup> (CONTINUED)**

<b>TRAVEL AGENTS AND TOUR OPERATORS</b>	<b>MAY 2025</b>	<b>MISCELLANEOUS</b>	<b>MAY 2025</b>
ASAPTICKETS.COM	5	TSA	18
BOOKING.COM	18	OTHER MISCELLANEOUS	47
BUDGETAIR.COM	8	<b>TOTALS</b>	<b>65</b>
CAPITAL ONE TRAVEL	8		
CHEAPOAIR.COM	9		
EXPEDIA.COM	23		
JUSTFLY.COM	8		
KIWI.COM	6		
PRICELINE.COM	8		
TRIP.COM	7		
OTHER TRAVEL AGENTS	67		
<b>TOTALS</b>	<b>167</b>		

<sup>1</sup>ENTITIES 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 AIRLINES<sup>1</sup>**

U.S. AIRLINES <sup>1</sup>	MAY 2025	MAY 2024
ALASKA AIRLINES NETWORK <sup>2</sup>	101	68
ALLEGiant AIR	86	87
AMERICAN AIRLINES NETWORK <sup>2</sup>	1,574	2,201
DELTA AIR LINES NETWORK <sup>2</sup>	684	493
FRONTIER AIRLINES	671	840
HAWAIIAN AIRLINES	75	41
JETBLUE AIRWAYS	251	303
SOUTHWEST AIRLINES	197	250
SPIRIT AIRLINES	333	529
UNITED AIRLINES NETWORK <sup>2</sup>	832	838
<b>TOTAL</b>	<b>4,804</b>	<b>5,650</b>

<sup>1</sup>All 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.

<sup>2</sup>Network 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**

<b>DISABILITY COMPLAINTS</b>		
<b>AIRLINE</b>	<b>MAY 2025</b>	<b>MAY 2024</b>
AER LINGUS	1	1
AIR FRANCE	2	3
ALASKA AIRLINES	2	6
ALLEGiant AIR	14	8
AMERICAN AIRLINES	52	51
ASIANA AIRLINES	1	1
AVIANCA	2	0
BOUTIQUE AIR	1	0
BREEZE AIRWAYS	1	3
BRITISH AIRWAYS	3	2
CONDOR	1	0
DELTA AIR LINES	25	20
EL AL ISRAEL	1	0
EMIRATES AIRLINES	1	1
ETHIOPIAN AIRLINES	1	0
FIJI AIRWAYS	1	0
FRONTIER AIRLINES	22	17
HAWAIIAN AIRLINES	4	1
IBERIA AIRLINES	1	0
ITA AIRWAYS	1	0
JETBLUE AIRWAYS	9	12
KLM	2	0
KOREAN AIR LINES	4	0
LUFTHANSA	6	4
QATAR AIRWAYS	2	2
ROYAL AIR MAROC	1	2
SEAPORT AIRLINES	1	0
SILVER AIRWAYS	1	0

SOUTHWEST AIRLINES	28	18
SPIRIT AIRLINES	11	25
SUN COUNTRY AIRLINES	2	1
SWISS AIR	1	0
TAP	2	1
TURKISH AIRLINES	5	1
UNITED AIRLINES	23	23
VIRGIN ATLANTIC AIRWAYS	2	0
VOLARIS AIRLINES	1	3
OTHER AIRLINES	0	27
<b>TOTALS</b>	<b>238</b>	<b>233</b>

<b>DISCRIMINATION COMPLAINTS</b>		
<b>AIRLINE</b>	<b>APRIL 2025</b>	<b>APRIL 2024</b>
AIR FRANCE	1	0
AMERICAN AIRLINES	2	4
DELTA AIR LINES	3	0
EL AL ISRAEL	1	0
ETIHAD AIRWAYS	1	0
FRONTIER AIRLINES	3	2
HAWAIIAN AIRLINES	1	0
JETBLUE AIRWAYS	3	0
SOUTHWEST AIRLINES	5	0
SPIRIT AIRLINES	1	0
OTHER AIRLINES	0	3
<b>TOTALS</b>	<b>21</b>	<b>9</b>

## AIR TRAVEL CONSUMER REPORT

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

MAY 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AIR FRANCE			1				
AMERICAN AIRLINES	2						
DELTA AIR LINES		1			2		
EL AL ISRAEL			1				
ETIHAD AIRWAYS		1					
FRONTIER AIRLINES			1	2			
HAWAIIAN AIRLINES							1
JETBLUE AIRWAYS	1		1		1		
SOUTHWEST AIRLINES	1	2		1		1	
SPIRIT AIRLINES	1						
<b>TOTALS</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>

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.