



**UNITED STATES OF AMERICA
DEPARTMENT OF TRANSPORTATION
OFFICE OF THE SECRETARY
WASHINGTON, D.C.**

Issued by the Department of Transportation
on the 12th day of June, 2026

Complaint of

Meir Libersohn

v.

Türk Hava Yollari, A.O.

Docket DOT-OST-2023-0038

Served June 12, 2026

ORDER OF DISMISSAL

On March 9, 2023, Mr. Meir Libersohn filed a formal complaint with the U.S. Department of Transportation (Department or DOT) against Türk Hava Yollari, A.O. (Turkish Airlines) alleging that Turkish Airlines engaged in unfair and deceptive practices by failing to provide his son with adequate accommodations following a flight delay and unlawfully denying boarding to his son. Pursuant to 14 CFR 302.406(a)(2), we dismiss the complaint because we have determined that Turkish Airlines did not engage in an unfair or deceptive practice in this instance.

Complaint, Answer, and Additional Pleadings

Mr. Libersohn states that, on August 24, 2022, his son, Moishe Libersohn, was scheduled to fly from John F. Kennedy International Airport (JFK) to Tel Aviv, Israel, (TLV) with a connection in Istanbul, Turkey (IST). He states that the departing flight from JFK was delayed by 90 minutes, which resulted in his son missing his connecting flight in IST. Mr. Libersohn alleges that Turkish Airlines refused to offer alternative transportation on other carriers, failed to provide food vouchers or hotel accommodations for the lengthy layover, and subjected Jewish passengers to mistreatment and discrimination. He further alleges that Turkish Airlines unlawfully denied his son boarding on his reaccommodated flight.

In its March 24, 2023 answer, Turkish Airlines denies that any violation of DOT statutes, rules, or regulations occurred. The carrier asserts that it followed its Customer Service Plan (CSP) and

Conditions of Carriage by mitigating the delay's impact. Specifically, the carrier states that it placed Moishe Libersohn on standby for multiple earlier flights, ultimately reaccommodated him on the next available flight with confirmed space (departing August 28, 2022), and provided him with a meal voucher. Turkish Airlines notes that its CSP does not guarantee complimentary hotel accommodations for delays resulting in missed connections. Further, the carrier denies any discriminatory treatment, arguing that the inconvenience of a missed connection does not constitute discrimination.

On March 27, 2023, Mr. Libersohn filed a Reply, reiterating his claims of discrimination and lack of accommodations, and accusing opposing counsel of lying. In response, Turkish Airlines filed a Motion to Strike on March 29, 2023, noting that replies are not authorized in enforcement proceedings without prior leave, and requesting that the Department strike the filing and related "vexatious" *ex parte* communications. On March 31, 2023, the Department's Office of Aviation Consumer Protection (OACP) sent an email to remind both parties of the Rules of Conduct in DOT Proceedings (14 CFR part 300) and the Rules of Practice (14 CFR part 302); specifically, regarding unauthorized responsive documents and substantive communications.

Despite OACP's reminder, Mr. Libersohn submitted additional filings on April 10, 2023 and May 1, 2023. On May 12, 2023, Turkish Airlines filed a Motion to Amend its Answer and renewed its Motion to Strike. In its Amended Answer, Turkish Airlines corrected its historical passenger record to acknowledge that Moishe Libersohn was initially reaccommodated on an August 26, 2022 flight, but was denied boarding because the flight was overbooked. The carrier noted that its staff at IST issued him a €250 compensation voucher consistent with local laws governing denied boarding. Between May 17, 2023 and May 22, 2023, both parties submitted final correspondence to the Department requesting that the Docket be closed for further filings so a ruling could be issued.

Applicable Law

Under 49 U.S.C. § 41712, air carriers, foreign air carriers, and ticket agents are prohibited from engaging in unfair or deceptive practices in air transportation or the sale of air transportation. Section 41712 also authorizes the Department to investigate and decide whether a carrier or ticket agent is engaging in an unfair or deceptive practice in air transportation or the sale of air transportation.

In addition, pursuant to 14 CFR 259.5, U.S. and foreign air carriers operating at least one aircraft having a seating capacity of 30 or more seats must adopt a CSP and adhere to its terms. CSPs represent a baseline, uniform, minimum level of service to which all covered carriers operating flights to and from the United States must comply. At the time of the incident, matters involving schedule adjustments, including rebooking, were governed by the carrier's Contract of Carriage, CSP, internal policies, and any public promises the carrier made regarding cancellations or schedule changes.

Furthermore, the Department's Oversales Rules, 14 CFR part 250, mandate certain compensation and other protections for passengers who have been involuntarily denied boarding because their flight was oversold. Part 250 applies to scheduled flight segments using an aircraft that has a

designed passenger capacity of 30 or more passenger seats, operating in interstate air transportation or foreign air transportation with respect to nonstop flight segments originating at a point within the United States.

DOT Findings and Conclusion

After carefully reviewing the information presented in the Complaint, the Answer, and the supplemental filings, we have determined that enforcement action is not warranted. First, it appears that Turkish Airlines adhered to its CSP and Contract of Carriage that were in effect at the time of the incident. Second, the Department's Oversales Rules do not apply here because the oversold flight from IST to TLV, on which Moishe Libersohn was denied boarding, was not a nonstop flight segment originating at a point within the United States.

ACCORDINGLY, I dismiss the complaint filed in Docket DOT-OST-2023-0038 under the authority in 14 CFR 302.406(a)(2) delegated to me by the Assistant General Counsel of DOT's Office of Aviation Consumer Protection. Pursuant to 14 CFR 302.406(b), the order becomes effective as the Department's final action 30 days after service.

By:



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for the Office of Aviation Consumer Protection

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