

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1691

Carrier Name	Number of Complaints
AER LINGUS LIMITED	10
AERO CALIFORNIA	0
AEROFLOT RUSSIAN AIRLINES	0
AEROLINEAS ARGENTINAS	0
AEROMEXICO	3
AEROPOSTAL ALAS DE VENEZUEL	1
AEROSERVICES CORPORATE	0
AEROSVIT AIRLINES	0
AIR ATLANTA ICELANDIC	0
AIR CANADA	276
AIR CANADA JAZZ	30
AIR CHINA	0
AIR COMET S.A.	0
AIR EUROPA LINEAS AEREAS	0
AIR FRANCE	47
AIR GREENLAND	0
AIR JAMAICA LIMITED	12
AIR JAPAN, CO	0
AIR NEW ZEALAND	1
AIR PACIFIC, LTD.	0
AIR TAHITI NUI	3
AIR TRANSAT	8
AIR-INDIA	2
ALITALIA-LINEE AEREE ITALIA	6
ALL NIPPON AIRWAYS CO.	0
ASIANA AIRLINES, INC.	2
AUSTRIAN AIRLINES	12
AVIACSA AIRLINES	3
AVIANCA	0
BAHAMASAIR HOLDING LIMITED	0
BELAIR AIRLINES	0
BRITISH AIRWAYS PLC	98
BRITISH MIDLAND AIRWAYS LTD	11
BWIA WEST INDIES LIMITED	0
CATHAY PACIFIC AIRWAYS, LTD	9
CAYMAN AIRWAYS LTD.	1
CHINA AIRLINES, LTD	2
CHINA EASTERN AIRLINES	0
COMPANIA MEXICANA DE AVIACION	3
COMPANIA PANAMENA (COPA)	13
CONDOR FLUGDIENST	2
CZECH AIRLINES	7
EGYPTAIR	1

EL AL ISRAEL AIRLINES LTD.	18
EMIRATES AIRLINE	1
ETHIOPIAN AIRLINES	0
ETIHAD AIRWAYS	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROFLY, S.P.A.	2
EVA AIRWAYS CORPORATION	1
EXCEL AIRWAYS	3
FINNAIR OY	0
FIRST CHOICE AIRWAYS	1
GLOBESPAN AIRWAYS LIMITED	2
HMY AIRWAYS, INC.	10
IBERIA AIRLINES OF SPAIN	101
ICELANDAIR	0
ISRAIR	0
JALWAYS CO., LTD.	1
JAPAN AIR LINES CO., LTD.	2
KLM ROYAL DUTCH AIRLINES	26
KOREAN AIR LINES CO., LTD.	2
KUWAIT AIRWAYS, CORP.	0
LACSA	9
LAN ARGENTINA S.A.	0
LAN ECUADOR	2
LAN PERU AIRLINES	4
LAN AIRLINES S.A.	14
LINEAS AEREAS AZTECA	0
LLOYD AEREO BOLIVIANO S. A.	0
LUFTHANSA GERMAN AIRLINES	190
LUFTRANSPORT-UNTERNEHMEN	10
MALAYSIA AIRLINES	2
MALEV HUNGARIAN AIRLINES	6
MARTINAIR HOLLAND N.V.	14
MONARCH AIRLINES LIMITED	0
MYTRAVEL AIRWAYS	40
MYTRAVEL AIRWAYS SCANDINAVIA	0
OLYMPIC AIRLINES	0
PAKISTAN INT'L AIRLINES	8
PHILIPPINE AIRLINES, INC.	9
POLSKIE LINIE LOTNICZE	1
PRIVATAIR	0
QANTAS AIRWAYS LTD	30
ROYAL AIR MAROC	3
ROYAL JORDANIAN AIRLINE	
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORP	0
SCANDINAVIAN AIRLINES SYS.	13
SINGAPORE AIRLINES LTD.	0
SOUTH AFRICAN AIRWAYS	2
SWISS INTERNATIONAL AIRLINES	15
TACA INT'L AIRLINES	21

TAP-PORTUGUESE AIRLINES	4
THAI AIRWAYS INT'L LTD.	0
THOMAS COOK AIRLINES, UK LTD.	7
THOMSONFLY LTD.	247
TITAN AIRWAYS	0
TRANSPORTES AEREOS DE CABO	0
TAM-LINHAS AEREAS, S.A.	143
TRAVELSPAN G.T. INC. S.A.	0
TURK HAVA YOLLARI, A.O.	0
UZBEKISTAN AIRWAYS	0
VARIG, S. A.	0
VIRGIN ATLANTIC AIRWAYS	145
WESTJET	18
106 Foreign Carriers	1691

Next page: complaints by category

Summary of Complaints By Complaint Category Foreign Carriers

Total number of complaints submitted: 1691

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	1	1	1	5	4	1	9	1	0	1	0	25
Refusal to Board w/o Attendant	0	0	0	1	0	3	0	0	4	0	2	0	0	10
Security Issues Regarding Disability	1	0	0	0	0	6	0	0	1	0	0	0	0	8
Aircraft Not Accessible	0	0	0	0	1	3	0	0	1	0	0	0	0	5
Airport Not Accessible	0	0	0	1	1	6	0	0	1	6	0	0	0	15
Advance Notice Dispute	1	0	0	0	0	4	8	1	4	3	0	0	0	21
Seating Accommodation	4	6	0	8	4	87	0	7	67	0	0	0	0	183
Failure to Provide Assistance	21	8	0	5	0	618	23	0	45	3	3	0	5	731
Damage to Assistive Device	0	0	0	4	2	255	0	0	0	35	0	0	0	296
Storage and Delay of Assistive Device	0	0	0	6	0	65	1	0	4	11	0	0	0	87
Service Animal Problem	15	0	0	0	0	1	0	0	1	0	2	0	0	19
Unsatisfactory Info	0	0	0	5	1	40	9	0	18	1	1	0	0	75
Other	3	4	0	7	0	158	6	0	15	2	1	1	19	216
Total of Category of Disability	45	19	1	38	10	1251	51	9	170	62	9	2	24	1691