

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 2,419

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	0
AER LINGUS LIMITED	21
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	2
AEROGAL	1
AEROLINEAS ARGENTINAS, S.A.	0
AEROSUR, S.A.	0
AEROSVIT AIRLINES	0
AEROVIAS DE MEXICO, S.A. DE C.V.	8
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	23
AIR CANADA	386
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	2
AIR INDIA	4
AIR JAPAN, CO., LTD.	7
AIR NEW ZEALAND LIMITED	29
AIR PACIFIC LIMITED	0
AIR TAHITI NUI AIRLINES	3
AIR TRANSAT A.T., INC.	7
AIRES	0
ALITALIA COMPAGNIA AEREA ITALIANA	51
ALL NIPPON AIRWAYS CO., LTD.	22
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	1
AUSTRIAN AIRLINES AG	4
AVIANCA, S.A.	10
BAHAMASAIR HOLDINGS LIMITED	7
BRITISH AIRWAYS PLC	296
BWIA WEST INDIES AIRWAYS LIMITED	17
CATHAY PACIFIC AIRWAYS LIMITED	34
CAYMAN AIRWAYS LIMITED	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0

COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	0
COMPANIA PANAMENA DE AVIACION, S.A.	10
CONDOR FLUGDIENST GMBH	0
CORSAIR	0
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	215
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	56
EMIRATES	28
ETHIOPIAN AIRLINES ENTERPRISE	0
ETIHAD AIRWAYS P.J.S.C.	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	1
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
GLOBAL JET LUXEMBOURG S.A.	0
HAINAN AIRLINES COMPANY LTD	0
HELLENIC IMPERIAL AIRWAYS	0
IBERIA LINEAS AEREAS DE ESPANA, S.A	65
IBERWORLD AIRLINES, S.A.	0
ICELANDAIR EHF.	0
INSEL AIR INTERNATIONAL B.V.	8
JAPAN AIRLINES INTERNATIONAL CO.	6
JAZZ AVIATION LP	85
JET AIRWAYS (INDIA) LTD.	0
JETSTAR AIRWAYS PTY LIMITED	4
JIN AIR	0
JOINT STOCK COMPANY VLADIVOSTOK AIR	0
KLM ROYAL DUTCH AIRLINES, N.V.	41
KOREAN AIR LINES CO., LTD.	11
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	7
LAN ARGENTINA S.A.	0
LAN ECUADOR	6
LAN PERU S.A.	1
LINEAS AEREAS COSTARRICENSES S.A.	11
LTU LUFTRANSPORT-UNTERNEHMEN GMBH	0
MALAYSIA AIRLINES	0
MARTINAIR HOLLAND N.V.	0
MERIDIANAFLY S.P.A. LTD	0
MONARCH AIRLINES LIMITED	2
NEOS SPA	0

NOLINOR AVIATION	0
OPENSKIES	7
OY AIR FINLAND LTD	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	20
POLSKIE LINIE LOTNICZE LOT, S.A.	4
PORTER AIRLINES INC.	3
PRIVATAIR S.A.	0
QANTAS AIRWAYS LIMITED	25
QATAR AIRWAYS Q.C.S.C.	16
ROYAL AIR MAROC	2
ROYAL JORDANIAN AIRLINE	5
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	2
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	14
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	11
SOCIETE AIR FRANCE	239
SOUTH AFRICAN AIRWAYS (PTY) LIMITED	13
STRATEGIC AIRLINES	0
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	22
TACA INTERNATIONAL AIRLINES, S.A.	22
TAM-LINHAS AEREAS, S.A.	7
TAP AIR PORTUGAL	3
THAI AIRWAYS INT'L PUBLIC CO. LTD.	3
THOMAS COOK AIRLINES LIMITED	10
THOMAS COOK AIRLINES SCANDINAVIA	1
THOMSON AIRWAYS LIMITED	6
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	2
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA YOLLARI	5
UZBEKISTAN AIRWAYS	0
VIRGIN ATLANTIC AIRWAYS LIMITED	359
VOLARIS	0
VRG LINHAS AÉREAS S/A	0
WESTJET	125
XL AIRWAYS FRANCE	0
Total	2,419

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	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	0	1	0	1	0	8	26	4	26	4	4	1	9
Refusal to Board w/o Attendant	0	0	0	1	1	2	0	0	0	1	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	1	0	1	0	0	0	0
Aircraft Not Accessible	0	0	0	1	0	6	0	0	2	0	0	0	1
Airport Not Accessible	0	0	0	2	0	5	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	1	0	6	1	0	6	1	0	0	1
Seating Accommodation	3	1	1	5	4	81	2	0	144	11	17	1	3
Failure to Provide Assistance	20	7	4	12	6	919	11	1	127	31	4	2	7
Damage to Assistive Device	0	1	1	11	3	280	0	0	3	70	0	0	0
Storage and Delay of Assistive Device	0	0	1	6	3	112	1	0	11	26	2	0	4
Service Animal Problem	0	0	0	0	0	4	0	0	23	0	4	0	0
Unsatisfactory Info	0	2	0	3	1	23	3	0	15	4	0	0	2
Other	7	6	1	6	3	137	8	1	51	10	5	2	14