

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 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		
	DECEMBER 2023	DECEMBER 2022
US AIRLINES	3,368	14,562
FOREIGN AIRLINES	1,855	2,685
TRAVEL AGENTS/TOUR OPERATORS	136	460
MISCELLANEOUS	83	125
INDUSTRY TOTALS	5,442	17,832

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

U.S. AIRLINES ¹	DECEMBER 2023
ALASKA AIRLINES	73
ALLEGiant AIR	96
AMERICAN AIRLINES	777
AVELO AIRLINES	20
BREEZE AIRWAYS	30
CONTOUR AIRLINES	9
DELTA AIR LINES	442
FRONTIER AIRLINES	428
HAWAIIAN AIRLINES	33
JETBLUE AIRWAYS	226
SILVER AIRWAYS	18
SOUTHERN AIRWAYS EXPRESS	8
SOUTHWEST AIRLINES	240
SPIRIT AIRLINES	367
SUN COUNTRY AIRLINES	15
UNITED AIRLINES	564
Other U.S. Airlines	22
TOTAL	3,368

¹ENTITIES 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.

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

U.S. AIRLINES ¹	DECEMBER 2023	DECEMBER 2022
ALASKA AIRLINES NETWORK ²	73	279
ALLEGiant AIR	96	145
AMERICAN AIRLINES NETWORK ²	777	1,269
DELTA AIR LINES NETWORK ²	442	791
FRONTIER AIRLINES	428	963
HAWAIIAN AIRLINES	33	68
JETBLUE AIRWAYS	226	399
SOUTHWEST AIRLINES	240	8,914
SPIRIT AIRLINES	367	676
UNITED AIRLINES NETWORK ²	564	912
TOTAL	3,246	14,416

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	CommuteAir
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 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES¹

FOREIGN AIRLINES	DECEMBER 2023		
AER LINGUS	16	IBERIA AIRLINES	40
AEROLINEAS ARGENTINAS	6	ICELANDAIR	14
AEROMEXICO	37	ITA AIRWAYS	22
AIR ASIA	6	KLM	41
AIR CANADA	83	KOREAN AIR LINES	8
AIR EUROPA	15	KUWAIT AIRWAYS	6
AIR FRANCE	94	LATAM	21
AIR INDIA	62	LOT POLISH AIRLINES	8
AIR SERBIA	7	LUFTHANSA	213
ANA ALL NIPPON AIRWAYS	6	NORSE ATLANTIC AIRWAYS	21
ASIANA AIRLINES	6	NORWEGIAN AIR SHUTTLE	9
AUSTRIAN AIRLINES	7	OLYMPIC AIRWAYS	8
AVIANCA	74	PHILIPPINE AIRLINES	17
AZUL BRAZILIAN AIRLINES	18	QANTAS AIRWAYS	5
BRITISH AIRWAYS	109	QATAR AIRWAYS	110
BRUSSELS AIRLINES	7	ROYAL AIR MAROC	40
CATHAY PACIFIC AIRWAYS	17	ROYAL JORDANIAN AIRLINES	5
CHINA AIRLINES	5	SATA INTERNACIONAL	12
CHINA EASTERN AIRLINES	5	SAUDI ARABIAN AIRLINES	16
CONDOR	5	SINGAPORE AIRLINES	17
COPA	24	SWISS AIR	27
EASY JET	12	TAP	38
EGYPTAIR	23	TURKISH AIRLINES	114
EL AL ISRAEL	20	VIRGIN ATLANTIC AIRWAYS	28
EMIRATES AIRLINES	28	VIVAAEROBUS	28
ETHIOPIAN AIRLINES	33	VOLARIS AIRLINES	87
ETIHAD AIRWAYS	29	VUELING AIRLINES	16
EUROWINGS DISCOVER	6	WEST JET	8
EVA AIRWAYS	10	ZIPAIR	9
FIJI AIRWAYS	6	OTHER FOREIGN AIRLINES	83
FRENCH BEE	8	TOTALS	1,855

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

TRAVEL AGENTS/TOUR OPERATORS	DECEMBER 2023
ASAPTICKETS.COM	6
BOOKING.COM	5
CHEAPOAIR.COM	8
EDREAMS.COM	9
EXPEDIA.COM	12
GOTOGATE	12
JUSTFLY.COM	7
KIWI.COM	11
MYTRIP.COM	6
PRICELINE.COM	6
OTHER TRAVEL AGENTS	54
TOTALS	136

MISCELLANEOUS	DECEMBER 2023
FAA	5
TSA	8
OTHER MISCELLANEOUS	70
TOTALS	83

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**AIR TRAVEL CONSUMER REPORT
TABLE 5. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS**

DISABILITY COMPLAINTS		
AIRLINE	DECEMBER 2023	DECEMBER 2022
ALASKA AIRLINES	7	3
ALLEGiant AIR	13	10
AMERICAN AIRLINES	45	39
AVIANCA	4	2
BREEZE AIRWAYS	2	0
BRITISH AIRWAYS	2	0
CHINA AIRLINES	2	0
DELTA AIR LINES	21	17
ETIHAD AIRWAYS	1	0
FIJI AIRWAYS	1	0
FRONTIER AIRLINES	11	13
GOL AIRLINES	1	0
HAWAIIAN AIRLINES	2	0
JETBLUE AIRWAYS	14	20
KLM	2	0
LUFTHANSA	3	1
QANTAS AIRWAYS	1	0
QATAR AIRWAYS	3	0
SOUTHERN AIRWAYS	1	0
SOUTHWEST AIRLINES	14	31
SPIRIT AIRLINES	12	15
SUN COUNTRY	2	0
SWISS AIR	1	0
TAP	1	1
TURKISH AIRLINES	2	1
UNITED AIRLINES	23	23
VIRGIN ATLANTIC	1	2
VIVAAEROBUS	1	0
VOLARIS AIRLINES	7	1

WEST JET	1	1
ZIPAIR	1	0
OTHER AIRLINES	0	38
TOTALS	202	218

DISCRIMINATION COMPLAINTS		
AIRLINE	DECEMBER 2023	DECEMBER 2022
AIR FRANCE	1	0
AMERICAN AIRLINES	2	1
AVIANCA	1	0
FRONTIER AIRLINES	2	1
JETBLUE AIRWAYS	2	1
SPIRIT AIRLINES	1	1
UNITED AIRLINES	3	1
OTHER AIRLINES	0	4
TOTALS	12	9

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2023							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AIR FRANCE	1						
AMERICAN AIRLINES	1	1					
AVIANCA	1						
FRONTIER AIRLINES	2						
JETBLUE AIRWAYS	1				1		
SPIRIT AIRLINES	1						
UNITED AIRLINES	3						
TOTALS	10	1			1		

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.