

## **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:

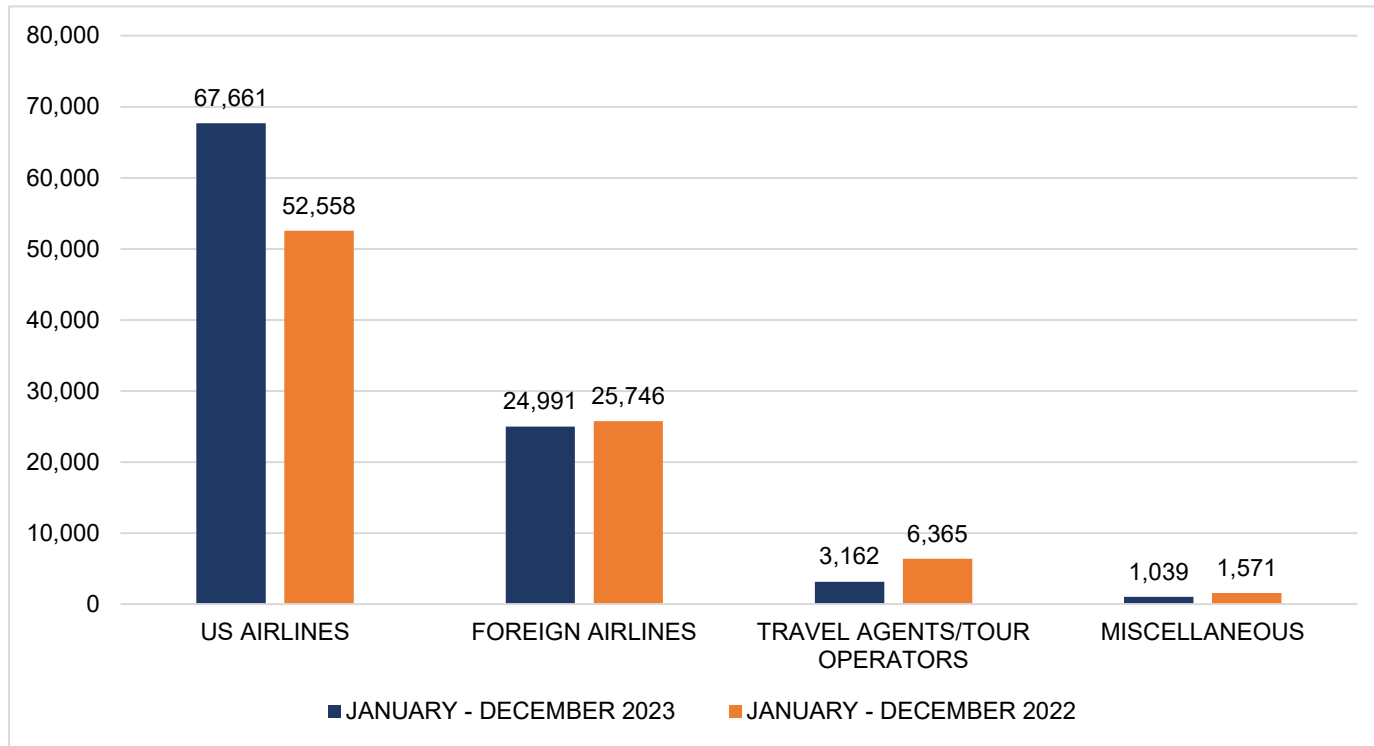
**Table 1. Summary** - shows the total number of submissions (complaints, inquiries, and opinions), and also breaks them down by industry groups (U.S. airlines, Travel Agents, etc.). Figures for the current year are compared to that of the previous year.

**Table 2. Civil Rights Complaints** - 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 3. Discrimination Complaints** - 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.

**TABLE 1. CONSUMER SUBMISSIONS SUMMARY**

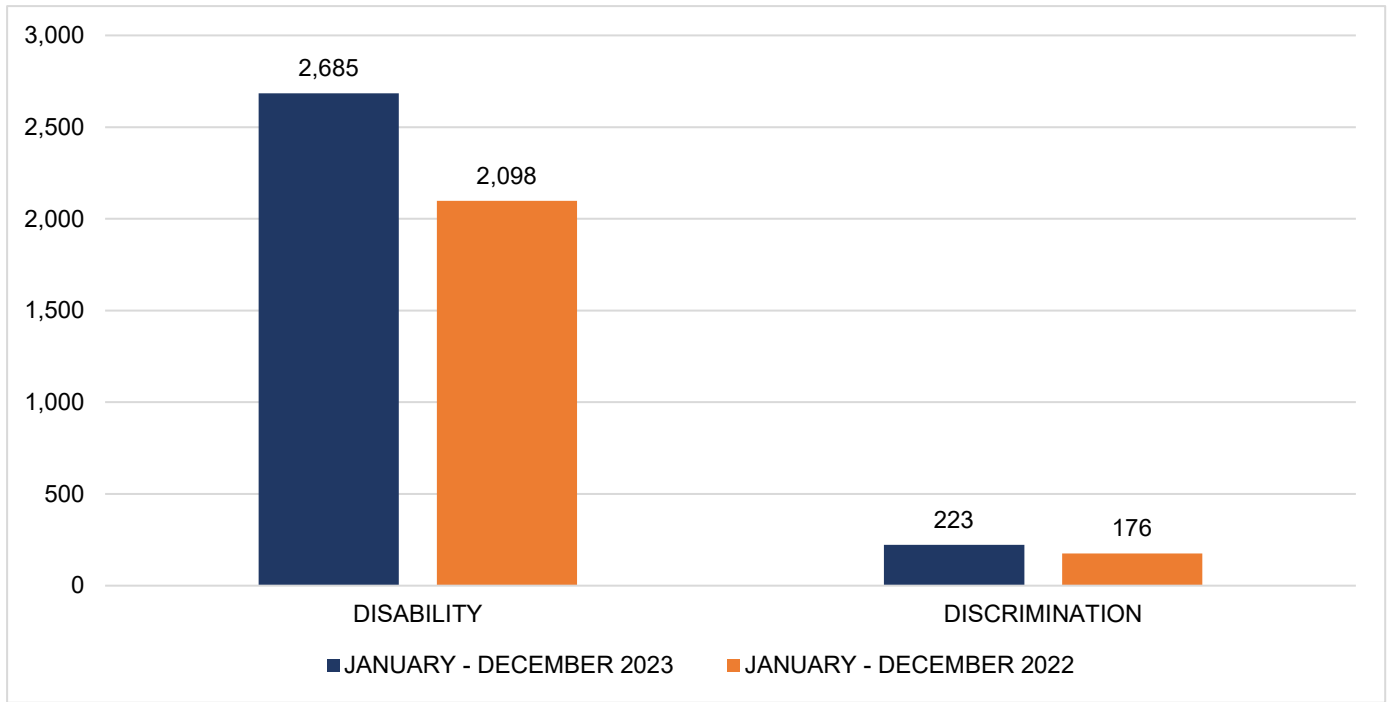
SUBMISSIONS <sup>1</sup>		
	JANUARY - DECEMBER 2023	JANUARY - DECEMBER 2022
US AIRLINES	67,661	52,558
FOREIGN AIRLINES	24,991	25,746
TRAVEL AGENTS/TOUR OPERATORS	3,162	6,365
MISCELLANEOUS	1,039	1,571
<b>INDUSTRY TOTALS</b>	<b>96,853</b>	<b>86,240</b>



<sup>1</sup>Submissions (complaints, inquiries, and opinions)

**TABLE 2. CIVIL RIGHTS COMPLAINTS**

<b>CIVIL RIGHTS COMPLAINTS</b>		
	<b>JANUARY - DECEMBER 2023</b>	<b>JANUARY - DECEMBER 2022</b>
DISABILITY	2,685	2,098
DISCRIMINATION	223	176
<b>INDUSTRY TOTALS</b>	<b>2,908</b>	<b>2,274</b>



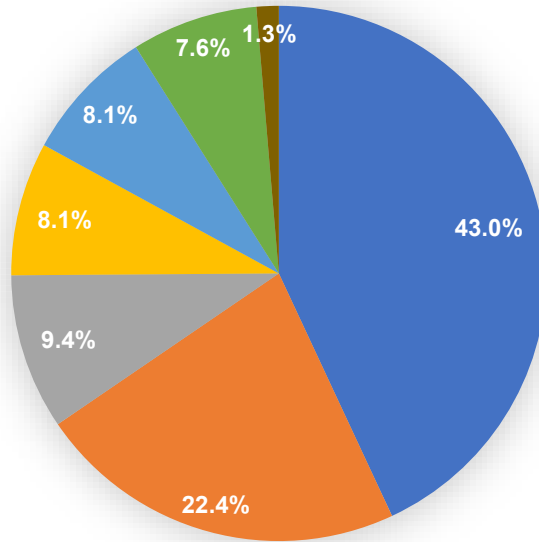
**TABLE 3. DISCRIMINATION COMPLAINTS**

<b>DISCRIMINATION COMPLAINTS JANUARY - DECEMBER 2023</b>					
<b>AEROLINEAS ARGENTINAS</b>	<b>1</b>	<b>EL AL ISRAEL</b>	<b>1</b>	<b>SINGAPORE AIRLINES</b>	<b>1</b>
SEX	1	NATIONAL ORIGIN	1	RACE	1
<b>AEROMEXICO</b>	<b>1</b>	<b>ETHIOPIAN AIRLINES</b>	<b>1</b>	<b>SMARTFARES.COM</b>	<b>1</b>
ETHNICITY/ANCESTRY	1	RACE	1	RELIGION	1
<b>AIR CANADA JAZZ</b>	<b>1</b>	<b>FLAIR AIRLINES</b>	<b>1</b>	<b>SOUTHWEST AIRLINES</b>	<b>14</b>
RELIGION	1	ETHNICITY/ANCESTRY	1	COLOR	2
<b>AIR FRANCE</b>	<b>4</b>	<b>FRONTIER AIRLINES</b>	<b>33</b>	NATIONAL ORIGIN	3
ETHNICITY/ANCESTRY	1	COLOR	1	RACE	7
RACE	3	ETHNICITY/ANCESTRY	1	RELIGION	1
<b>AIR INDIA</b>	<b>1</b>	NATIONAL ORIGIN	8	SEX	1
NATIONAL ORIGIN	1	RACE	19	<b>SPIRIT AIRLINES</b>	<b>15</b>
<b>ALASKA AIRLINES</b>	<b>8</b>	RELIGION	3	COLOR	4
COLOR	1	SEX	1	ETHNICITY/ANCESTRY	1
ETHNICITY/ANCESTRY	1	<b>ITA AIRWAYS</b>	<b>2</b>	NATIONAL ORIGIN	1
NATIONAL ORIGIN	3	RACE	2	RACE	5
RACE	3	<b>JETBLUE AIRWAYS</b>	<b>11</b>	SEX	4
<b>ALLEGiant AIR</b>	<b>2</b>	AGE	1	<b>SWISS AIR</b>	<b>1</b>
RACE	2	NATIONAL ORIGIN	4	NATIONAL ORIGIN	1
<b>AMERICAN AIRLINES</b>	<b>42</b>	RACE	2	<b>TURKISH AIRLINES</b>	<b>3</b>
COLOR	5	RELIGION	2	ETHNICITY/ANCESTRY	2
ETHNICITY/ANCESTRY	3	SEX	2	RACE	1
NATIONAL ORIGIN	7	<b>KUWAIT AIRWAYS</b>	<b>1</b>	<b>UNITED AIRLINES</b>	<b>26</b>
RACE	17	ETHNICITY/ANCESTRY	1	AGE	2
RELIGION	5	<b>LATAM</b>	<b>1</b>	COLOR	1
SEX	5	NATIONAL ORIGIN	1	NATIONAL ORIGIN	7
<b>ANA ALL NIPPON AIRWAYS</b>	<b>1</b>	<b>LOT POLISH AIRLINES</b>	<b>1</b>	RACE	13
NATIONAL ORIGIN	1	NATIONAL ORIGIN	1	RELIGION	1
<b>AVIANCA</b>	<b>2</b>	<b>LUFTHANSA</b>	<b>3</b>	SEX	2
ETHNICITY/ANCESTRY	1	NATIONAL ORIGIN	1	<b>VIVA AEROBUS</b>	<b>1</b>
RACE	1	RACE	1	RACE	1
<b>CATHAY PACIFIC AIRWAYS</b>	<b>1</b>	RELIGION	1	<b>VOLARIS AIRLINES</b>	<b>1</b>
RACE	1	<b>NORSE ATLANTIC AIRWAYS</b>	<b>1</b>	NATIONAL ORIGIN	1
<b>CHINA EASTERN AIRLINES</b>	<b>1</b>	SEX	1	<b>ZIPAIR</b>	<b>1</b>
ETHNICITY/ANCESTRY	1	<b>PHILIPPINE AIRLINES</b>	<b>1</b>	COLOR	1
<b>COPA</b>	<b>1</b>	SEX	1	<b>TOTAL</b>	<b>223</b>
RACE	1	<b>QATAR AIRWAYS</b>	<b>1</b>		
<b>DELTA AIR LINES</b>	<b>31</b>	RELIGION	1		
COLOR	2	<b>REPUBLIC AIRWAYS</b>	<b>1</b>		
ETHNICITY/ANCESTRY	4	RACE	1		
NATIONAL ORIGIN	7	<b>ROYAL JORDANIAN AIRLINES</b>	<b>1</b>		
RACE	13	NATIONAL ORIGIN	1		
RELIGION	2	<b>SAS</b>	<b>1</b>		
SEX	3	RACE	1		
		<b>SATA INTERNACIONAL</b>	<b>1</b>		
		NATIONAL ORIGIN	1		

**TABLE 4. DISCRIMINATION COMPLAINTS BY TYPE**

<b>2023 DISCRIMINATION COMPLAINTS BY TYPE</b>	<b>%</b>
RACE	43.0%
NATIONAL ORIGIN	22.4%
SEX	9.4%
ETHNICITY/ANCESTRY	8.1%
RELIGION	8.1%
COLOR	7.6%
AGE	1.3%

2023 DISCRIMINATION COMPLAINTS BY TYPE



■ RACE ■ NATIONAL ORIGIN ■ SEX ■ ETHNICITY/ANCESTRY ■ RELIGION ■ COLOR ■ AGE