

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ACROPOLIS AVIATION LTD (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AER LINGUS LIMITED (2023)**

Total number of complaints reported to DOT: 141

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	1	4	0	0	11	0	2	0	0	19
Failure to Provide Assistance	1	1	0	0	0	34	4	0	10	0	0	0	0	50
Damage to Assistive Device	0	0	0	3	2	20	0	0	2	0	0	0	0	27
Storage and Delay of Assistive Device	0	0	0	1	1	12	0	0	0	0	0	0	0	14
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	5	0	0	15	0	5	0	3	28

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROLINEAS ARGENTINAS, S.A. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROVIAS DE MEXICO, S.A. DE C.V. (2023)

Total number of complaints reported to DOT: 103

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	0	0	1	0	2	0	0	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Aircraft Not Accessible	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	5	0	0	4	1	0	0	0	10
Advance Notice Dispute	1	0	0	0	0	0	0	0	1	0	1	0	0	3
Seating Accommodation	1	0	0	0	0	3	1	0	4	0	1	0	0	10
Failure to Provide Assistance	0	1	0	0	0	14	1	0	3	1	0	0	0	20
Damage to Assistive Device	0	0	0	0	0	13	0	0	0	3	0	0	0	16
Storage and Delay of Assistive Device	0	0	0	0	0	8	0	0	1	1	0	0	0	10
Service Animal Problem	0	0	0	0	0	0	0	0	3	1	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Other	1	1	0	0	0	10	1	0	4	1	0	0	0	18

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR BUSAN (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA (2023)**

Total number of complaints reported to DOT: 618

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	1	0	4	2	0	7	1	0	0	1	16
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	1	0	0	0	5	1	0	43	0	1	0	2	54
Failure to Provide Assistance	7	1	0	4	0	244	1	0	33	1	0	0	6	297
Damage to Assistive Device	0	0	0	5	0	31	0	0	1	23	0	0	0	60
Storage and Delay of Assistive Device	0	0	1	5	0	17	2	0	10	16	0	0	0	51
Service Animal Problem	2	0	0	0	0	0	0	0	5	0	1	0	0	8
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	1	0	10	0	62	1	0	44	1	0	0	9	130

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA ROUGE LP (2023)**

Total number of complaints reported to DOT: 268

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	0	0	1	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	2	0	1	0	3	0	0	22	2	1	0	3	34
Failure to Provide Assistance	2	3	0	5	0	79	0	0	12	3	0	0	0	104
Damage to Assistive Device	0	0	0	2	0	18	0	0	0	13	0	0	0	33
Storage and Delay of Assistive Device	0	0	0	0	0	9	0	0	6	14	0	0	0	29
Service Animal Problem	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	2	1	21	0	0	30	2	1	0	4	61

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CHINA (2023)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR EUROPA LINEAS AEREAS, S.A.U. (2023)

Total number of complaints reported to DOT: 22

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR INDIA (2023)

Total number of complaints reported to DOT: 4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR NEW ZEALAND LIMITED (2023)**

Total number of complaints reported to DOT: 22

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	1	0	0	0	1	0	0	0	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	6	0	0	1	0	0	0	0	7
Failure to Provide Assistance	0	2	0	0	0	7	0	0	0	0	0	0	0	9
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	1	0	0	1	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR NORTH (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR SENEGAL SA (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR SERBIA (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TAHITI NUI AIRLINES (2023)**

Total number of complaints reported to DOT: 16

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	4	0	0	1	1	0	0	7

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TRANSAT A.T., INC. (2023)

Total number of complaints reported to DOT: 12

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	9	0	0	0	0	0	0	0	9
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	1	0	0	0	1	0	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIRHUB AIRLINES LIMITED (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALASKA AIRLINES, INC. (2023)**

Total number of complaints reported to DOT: 1,042

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	2	0	3	1	2	0	0	8
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	1	2	0	0	1	0	0	0	0	4
Airport Not Accessible	0	0	0	0	0	0	0	0	5	0	0	0	0	5
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	1	0	82	0	2	0	1	89
Failure to Provide Assistance	3	7	0	1	1	639	0	0	26	2	3	0	1	683
Damage to Assistive Device	0	0	0	0	0	15	0	0	1	9	0	0	0	25
Storage and Delay of Assistive Device	0	0	0	0	0	19	0	0	3	5	0	0	0	27
Service Animal Problem	0	0	1	0	0	1	0	0	78	0	0	0	0	80
Unsatisfactory Info	0	0	0	0	0	3	0	0	2	0	0	0	0	5
Other	2	5	0	0	0	28	8	0	72	0	1	0	0	116

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALL NIPPON AIRWAYS CO., LTD. (2023)**

Total number of complaints reported to DOT: 14

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	4	0	0	0	1	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	6	0	0	1	0	0	0	0	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALLEGIANT AIR, INC. (2023)**

Total number of complaints reported to DOT: 478

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	3	0	4	0	2	0	0	10
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	3	0	0	1	7	2	0	49	0	1	0	0	63
Failure to Provide Assistance	0	2	0	0	0	155	0	0	2	1	1	0	0	161
Damage to Assistive Device	0	0	0	0	0	13	0	0	0	10	0	0	0	23
Storage and Delay of Assistive Device	0	0	0	0	0	5	0	0	0	6	0	0	0	11
Service Animal Problem	0	0	0	0	0	0	0	0	70	0	0	0	0	70
Unsatisfactory Info	2	2	0	0	0	22	1	0	68	9	5	0	8	117
Other	1	0	0	0	0	8	0	0	13	0	1	0	0	23

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN AIRLINES, INC. (2023)**

Total number of complaints reported to DOT: 9,717

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	2	0	0	2	4	0	19	3	1	2	1	35
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	3	0	3	0	0	6
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	2	0	0	0	1	4
Aircraft Not Accessible	0	0	0	0	0	8	0	0	2	1	0	0	0	11
Airport Not Accessible	0	0	0	0	0	2	0	0	2	0	0	0	0	4
Advance Notice Dispute	1	0	0	0	0	4	0	0	3	1	0	0	0	9
Seating Accommodation	4	7	0	0	0	39	1	0	678	12	5	0	13	759
Failure to Provide Assistance	30	29	3	3	2	4946	2	0	779	52	12	0	29	5887
Damage to Assistive Device	0	0	0	1	0	82	0	0	8	95	0	0	0	186
Storage and Delay of Assistive Device	0	0	0	2	0	126	2	0	150	364	0	0	0	644
Service Animal Problem	1	0	0	0	0	3	0	0	315	17	0	0	5	341
Unsatisfactory Info	1	8	1	0	0	18	0	0	33	4	1	0	5	71
Other	5	21	2	0	0	223	8	0	1360	43	9	0	89	1760

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AMERISTAR AIR CARGO, INC. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARKIA ISRAELI AIRLINES, LTD. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARUBA AIRLINES (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ASIANA AIRLINES, INC. (2023)

Total number of complaints reported to DOT: 18

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	0	0	2	2	0	0	0	5
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Other	1	0	0	0	0	3	0	0	0	1	0	0	0	5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ATLAS AIR, INC. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AUSTRIAN AIRLINES AG (2023)

Total number of complaints reported to DOT: 32

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVELO AIRLINES (2023)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIANCA, ECUADOR S.A. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIANCA, S.A. (2023)

Total number of complaints reported to DOT: 19

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVION EXPRESS MALTA (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZUL BRAZILIAN AIRLINES (2023)

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BAHAMASAIR HOLDINGS LIMITED (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BOLIVIANA DE AVIACION (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRADLEY CANADIAN NORTH (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BREEZE AIRWAYS (2023)**

Total number of complaints reported to DOT: 243

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	1	0	2	2	0	0	0	5
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	1	0	2	0	0	0	0	0	0	0	3
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	4	0	0	11	0	0	0	2	17
Failure to Provide Assistance	2	0	0	0	0	59	0	0	0	0	2	0	2	65
Damage to Assistive Device	0	0	0	0	0	17	0	0	0	14	0	0	0	31
Storage and Delay of Assistive Device	0	0	0	0	0	12	0	0	4	80	0	0	0	96
Service Animal Problem	0	0	0	0	0	0	0	0	7	0	0	0	0	7
Unsatisfactory Info	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Other	0	2	0	0	0	4	1	0	5	1	2	0	1	16

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BRITISH AIRWAYS PLC (2023)**

Total number of complaints reported to DOT: 1,782

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	1	0	0	1	0	5	0	0	4	0	0	0	0	11
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	1	0	0	0	0	4	1	0	8	0	0	0	0	14
Aircraft Not Accessible	0	0	0	1	0	2	0	0	6	0	0	0	0	9
Airport Not Accessible	3	1	0	2	0	17	0	0	14	1	0	0	0	38
Advance Notice Dispute	0	0	0	2	0	17	0	0	18	1	2	0	1	41
Seating Accommodation	5	4	2	6	0	88	3	0	114	3	4	0	0	229
Failure to Provide Assistance	8	11	0	55	0	576	4	0	258	11	8	0	2	933
Damage to Assistive Device	0	0	0	13	0	45	1	0	2	4	0	0	0	65
Storage and Delay of Assistive Device	0	0	0	16	0	97	0	0	42	9	0	0	0	164
Service Animal Problem	0	0	0	0	0	0	0	0	10	1	0	0	0	11
Unsatisfactory Info	2	0	1	5	0	35	1	0	27	1	1	0	0	73
Other	2	2	0	9	0	87	2	0	87	2	1	0	1	193

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRUSSELS AIRLINES (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CARIBBEAN AIRLINES LIMITED (2023)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CARIBBEAN SUN AIRLINES DBA WAA (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2023)**

Total number of complaints reported to DOT: 15

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	1	0	0	0	0	7	0	0	2	0	0	0	0	10
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	0	1	1	0	0	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CAYMAN AIRWAYS LIMITED (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CEBU PACIFIC AIR (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA AIRLINES, LTD. (2023)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA EASTERN AIRLINES CORPORATION (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA SOUTHERN AIRLINES (2023)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX ARUBA (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX MALTA LTD. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPAÑIA PANAMENA DE AVIACION, S.A. (2023)

Total number of complaints reported to DOT: 115

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	0	0	3	0	1	0	0	5
Refusal to Board w/o Attendant	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	2	0	0	2	0	0	0	0	5
Failure to Provide Assistance	1	0	0	0	0	19	1	0	0	0	0	0	0	21
Damage to Assistive Device	0	0	0	0	0	16	0	0	0	15	0	0	0	31
Storage and Delay of Assistive Device	0	0	0	0	1	3	0	0	0	0	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	3	0	0	0	0	1	0	0	4
Other	0	1	1	5	0	25	0	0	8	0	1	0	1	42

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CONDOR FLUGDIENST GMBH (2023)**

Total number of complaints reported to DOT: 14

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Damage to Assistive Device	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	2	1	0	0	0	3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DC AVIATION GMBH (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DELTA AIR LINES, INC. (2023)**

Total number of complaints reported to DOT: 8,813

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	2	0	0	0	1	6	28	0	16	12	3	0	1	69
Refusal to Board w/o Attendant	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Security Issues Regarding Disability	0	0	0	0	0	5	0	0	1	0	0	0	1	7
Aircraft Not Accessible	0	1	0	0	0	7	0	0	3	0	0	0	2	13
Airport Not Accessible	0	1	0	1	0	6	0	0	3	4	0	0	0	15
Advance Notice Dispute	2	0	0	0	0	2	3	0	1	0	0	0	6	14
Seating Accommodation	13	4	7	8	2	72	1	1	635	8	11	0	21	783
Failure to Provide Assistance	56	78	27	19	5	5214	20	0	525	188	22	0	284	6438
Damage to Assistive Device	0	3	0	7	0	211	1	0	5	201	0	0	0	428
Storage and Delay of Assistive Device	0	0	0	0	1	32	5	1	39	119	0	2	0	199
Service Animal Problem	5	0	0	0	0	5	1	2	271	17	5	0	7	313
Unsatisfactory Info	1	0	0	0	0	20	7	0	27	5	1	0	8	69
Other	4	9	5	2	0	195	7	0	52	26	0	0	161	461

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DEUTSCHE LUFTHANSA AG (2023)**

Total number of complaints reported to DOT: 269

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	17	0	20	0	0	0	0	38
Refusal to Board w/o Attendant	0	0	0	0	0	0	1	0	3	0	0	0	0	4
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	8	0	0	13	0	0	0	0	21
Failure to Provide Assistance	0	0	0	0	0	134	0	0	2	0	0	0	0	136
Damage to Assistive Device	0	0	0	0	0	17	0	0	0	6	0	0	0	23
Storage and Delay of Assistive Device	0	0	0	0	0	11	1	0	4	5	0	0	0	21
Service Animal Problem	0	0	0	0	0	0	0	0	14	0	0	0	0	14
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	2	0	0	0	3	0	0	1	0	0	0	3	9

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DREAMJET D/B/A LACOMPAGNIE (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EASTERN AIRLINES, LLC (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EDELWEISS AIR AG (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EGYPTAIR (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EL AL ISRAEL AIRLINES LTD. (2023)**

Total number of complaints reported to DOT: 52

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	2	0	0	0	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	23	0	0	0	0	0	0	0	23
Damage to Assistive Device	0	0	0	0	0	8	0	0	1	0	0	0	0	9
Storage and Delay of Assistive Device	0	0	0	0	0	0	1	0	2	1	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	7	1	0	1	0	0	0	0	10

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EMIRATES (2023)**

Total number of complaints reported to DOT: 551

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	1	0	0	2	0	8	0	1	0	0	12
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	19	1	0	33	1	0	0	1	56
Failure to Provide Assistance	4	1	0	2	1	325	2	0	26	6	0	0	2	369
Damage to Assistive Device	0	0	0	0	0	4	0	0	1	6	0	0	0	11
Storage and Delay of Assistive Device	0	0	0	0	0	7	0	0	12	54	0	0	0	73
Service Animal Problem	0	0	0	0	0	0	0	0	4	2	1	0	0	7
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	12	1	0	0	7	22

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ENVOY AIR, DBA AMERICAN EAGLE (2023)**

Total number of complaints reported to DOT: 144

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	1	1	1	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	9	1	0	0	0	12
Failure to Provide Assistance	0	1	1	0	0	38	0	0	25	1	0	0	0	66
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	1	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	2	1	0	2	8	0	0	0	13
Service Animal Problem	0	0	0	0	0	0	0	0	13	0	0	0	0	13
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	1	1	0	0	2
Other	0	0	0	0	0	1	0	0	20	6	0	0	2	29

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETHIOPIAN AIRLINES ENTERPRISE (2023)

Total number of complaints reported to DOT: 4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ETIHAD AIRWAYS P.J.S.C. (2023)**

Total number of complaints reported to DOT: 33

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	1	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	1	1	0	0	3
Failure to Provide Assistance	0	0	0	0	0	22	0	0	1	0	0	0	0	23
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	2	0	0	2	1	0	0	5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROWINGS (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EVA AIRWAYS CORPORATION (2023)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	1	0	0	1	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EVELOP AIRLINES (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EW DISCOVER GMBH (2023)

Total number of complaints reported to DOT: 23

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FIJI AIRWAYS (2023)**

Total number of complaints reported to DOT: 9

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	0	5	0	0	0	0	1	0	6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FINNAIR OY D/B/A FINNAIR OYJ (2023)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FLAIR AIRLINES (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FLY PLAY HF. (2023)

Total number of complaints reported to DOT: 5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRONTIER AIRLINES, INC. (2023)**

Total number of complaints reported to DOT: 859

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	1	1	5	0	5	3	2	0	0	17
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	1	1	1	0	0	3	2	0	51	1	2	0	0	62
Failure to Provide Assistance	7	0	4	1	0	487	0	0	40	2	5	0	0	546
Damage to Assistive Device	0	0	0	0	0	22	0	0	0	18	0	0	0	40
Storage and Delay of Assistive Device	0	0	0	1	1	14	1	0	6	33	0	0	0	56
Service Animal Problem	0	0	0	0	0	0	0	0	66	0	0	0	0	66
Unsatisfactory Info	1	1	0	0	0	0	1	0	8	8	0	0	0	19
Other	1	3	0	2	0	15	1	0	24	3	0	0	0	49

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL JET ARUBA (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GOL LINHAS AEREAS INTELIGENTES (2023)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HAINAN AIRLINES COMPANY LTD (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HAWAIIAN AIRLINES, INC. (2023)**

Total number of complaints reported to DOT: 181

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	1	0	3	1	0	0	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	1	0	26	0	0	0	0	29
Failure to Provide Assistance	0	0	0	0	0	38	0	0	3	1	0	0	1	43
Damage to Assistive Device	0	0	1	0	0	17	0	0	1	1	0	0	0	20
Storage and Delay of Assistive Device	0	0	0	0	0	5	0	0	1	1	0	0	0	7
Service Animal Problem	0	0	0	0	0	0	0	0	24	0	0	0	0	24
Unsatisfactory Info	0	0	0	0	0	0	1	0	0	1	0	0	0	2
Other	2	2	0	0	0	11	0	0	29	1	1	0	1	47

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY LTD (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY, TRANSPORTES AEREOS, S.A. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HILLWOOD AIRWAYS (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HONG KONG EXPRESS AIRWAYS LIMITED (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HORIZON AIR INDUSTRIES, INC. (2023)**

Total number of complaints reported to DOT: 120

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Failure to Provide Assistance	2	4	0	0	0	83	0	0	2	0	1	0	0	92
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	3	1	0	1	2	0	0	0	7
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	3	1	0	0	0	0	0	0	4
Other	1	0	0	0	0	3	0	0	5	0	0	0	0	9

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2023)

Total number of complaints reported to DOT: 118

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	2	0	0	0	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	1	0	0	0	14	0	0	15	0	2	0	0	33
Failure to Provide Assistance	0	0	0	0	0	39	0	0	1	0	3	0	0	43
Damage to Assistive Device	0	0	0	0	0	7	0	0	0	2	0	0	0	9
Storage and Delay of Assistive Device	0	0	0	0	0	5	0	0	0	2	0	0	0	7
Service Animal Problem	1	0	0	0	0	0	0	0	6	0	1	0	0	8
Unsatisfactory Info	0	0	0	0	0	1	0	0	2	0	0	0	1	4
Other	0	2	0	1	0	6	0	0	2	0	1	0	0	12

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ICELANDAIR EHF. (2023)

Total number of complaints reported to DOT: 16

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ITA AIRWAYS (2023)**

Total number of complaints reported to DOT: 29

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	7	0	0	0	0	0	0	0	7
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	14	0	0	2	0	0	0	0	17

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAPAN AIRLINES INTERNATIONAL CO. (2023)

Total number of complaints reported to DOT: 16

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	8	0	0	4	0	0	0	0	13

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAZZ AVIATION LP (2023)**

Total number of complaints reported to DOT: 347

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	6	0	1	0	0	7
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	16	0	0	0	1	17
Failure to Provide Assistance	0	1	2	2	0	155	0	0	19	0	1	0	2	182
Damage to Assistive Device	0	0	0	2	0	6	0	0	0	6	0	0	0	14
Storage and Delay of Assistive Device	0	0	0	3	0	11	1	0	15	8	0	0	0	38
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	1	0	11	0	41	0	0	28	0	0	0	4	86

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JEJU AIR COMPANY LIMITED (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JET AVIATION FLIGHT SERVICES MALTA (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETBLUE AIRWAYS CORPORATION (2023)**

Total number of complaints reported to DOT: 2,128

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	6	0	8	0	1	0	2	18
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	1	0	0	0	0	0	0	1	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	3	2	0	2	0	54	3	0	148	1	0	0	5	218
Failure to Provide Assistance	10	11	1	7	2	827	4	1	170	0	0	0	5	1038
Damage to Assistive Device	0	0	0	1	1	11	0	0	1	23	0	0	0	37
Storage and Delay of Assistive Device	0	1	0	2	1	23	3	0	20	171	0	0	0	221
Service Animal Problem	0	0	0	0	0	1	0	0	505	3	0	0	4	513
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Other	5	4	1	0	0	15	1	0	24	11	0	0	18	79

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2023)

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JIN AIR (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by K5-AVIATION GMBH (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KENYA AIRWAYS PLC (2023)

Total number of complaints reported to DOT: 2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KLM ROYAL DUTCH AIRLINES, N.V. (2023)**

Total number of complaints reported to DOT: 208

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	0	0	1	1	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	1	0	27	0	0	0	0	29
Failure to Provide Assistance	1	1	0	0	0	94	0	0	4	0	1	0	23	124
Damage to Assistive Device	0	0	0	0	0	9	0	0	0	5	0	0	0	14
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	2	6	0	0	0	9
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	1	0	1	8
Unsatisfactory Info	0	0	0	0	0	0	0	0	2	0	0	0	1	3
Other	0	0	0	0	0	4	0	0	13	0	0	0	0	17

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KOREAN AIR LINES CO., LTD. (2023)**

Total number of complaints reported to DOT: 25

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	8	0	0	0	0	0	0	0	8
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Other	0	0	0	0	0	9	0	0	3	0	0	0	0	12

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KUWAIT AIRWAYS CORPORATION (2023)**

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	2	0	0	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LATAM AIRLINES BRASIL S.A. (2023)**

Total number of complaints reported to DOT: 31

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	2	0	0	0	0	4
Failure to Provide Assistance	0	0	0	0	0	6	0	0	3	0	1	0	0	10
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	2	0	0	0	0	0	0	1	3
Other	0	0	1	0	0	4	0	0	5	0	0	0	1	11

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LATAM AIRLINES COLUMBIA S.A. (2023)

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LATAM AIRLINES ECUADOR S.A. (2023)

Total number of complaints reported to DOT: 3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LATAM AIRLINES GROUP S.A. (2023)**

Total number of complaints reported to DOT: 7

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	4	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LATAM AIRLINES PERU S.A. (2023)**

Total number of complaints reported to DOT: 33

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	0	0	3	0	0	0	0	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	3	0	0	0	1	6
Failure to Provide Assistance	0	0	0	0	0	7	0	0	1	0	0	0	0	8
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	1	0	0	3	0	0	0	0	4
Other	0	0	0	0	0	3	0	0	7	0	0	0	0	10

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LIAT (1974) LTD (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LINEAS AEREAS COSTARRICENSES S.A. (2023)

Total number of complaints reported to DOT: 5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LUXAVIATION E.A., S.A. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LYNX AIR (2023)

Total number of complaints reported to DOT: 13

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MALAYSIA AIRLINES (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MESA AIRLINES, INC. (2023)

Total number of complaints reported to DOT: 6

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Damage to Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MJET GMBH (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NEOS SPA (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NOLINOR AVIATION (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORSE ATLANTIC AIRWAYS AS (2023)**

Total number of complaints reported to DOT: 25

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	14	0	0	1	0	1	0	0	16
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by OMNI AIR INTERNATIONAL INC. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PAKISTAN INT'L AIRLINES CORPORATION (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PHENIX JET CAYMAN SEZC (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PHILIPPINE AIRLINES, INC. (2023)

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PINNACLE AIRLINES, INC. / ENDEAVOR (2023)

Total number of complaints reported to DOT: 26

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by POLSKIE LINIE LOTNICZE LOT, S.A. (2023)

Total number of complaints reported to DOT: 56

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	1	0	0	0	0	1	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Seating Accommodation	0	0	0	1	0	0	0	0	12	0	1	0	0	14
Failure to Provide Assistance	1	0	0	2	0	0	0	0	19	0	0	0	0	22
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	3	0	0	0	0	1	0	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	3	0	0	6
Unsatisfactory Info	0	0	0	1	0	0	0	0	1	0	0	0	0	2
Other	0	0	0	0	0	0	0	0	4	0	0	0	0	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PORTER AIRLINES INC. (2023)

Total number of complaints reported to DOT: 9

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PSA AIRLINES (2023)**

Total number of complaints reported to DOT: 76

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	2	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	9	1	0	0	0	10
Failure to Provide Assistance	0	0	1	0	0	26	0	0	11	0	0	0	0	38
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	5	4	0	0	0	9
Service Animal Problem	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	2	0	0	0	0	0	0	1	3
Other	0	0	0	0	0	0	0	0	7	2	0	0	1	10

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QANTAS AIRWAYS LIMITED (2023)**

Total number of complaints reported to DOT: 91

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	1	1	0	0	0	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	11	0	0	0	1	12
Failure to Provide Assistance	2	0	0	0	0	18	0	0	2	0	0	1	0	23
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	3	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	0	2	0	0	0	5
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	5	0	0	4	0	0	0	7	16
Other	1	0	0	0	0	0	0	0	6	0	0	0	19	26

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by QATAR AIRWAYS Q.C.S.C. (2023)

Total number of complaints reported to DOT: 255

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by REPUBLIC AIRWAYS (2023)**

Total number of complaints reported to DOT: 21

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	1	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Failure to Provide Assistance	1	1	1	0	0	1	0	0	5	0	0	0	1	10
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	5	0	0	0	1	6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL AIR MAROC (2023)

Total number of complaints reported to DOT: 10

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL JET LLC (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL JORDANIAN AIRLINE (2023)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SATA INTERNACIONAL (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SAUDI ARABIAN AIRLINES CORPORATION (2023)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCANDINAVIAN AIRLINES SYSTEM (2023)**

Total number of complaints reported to DOT: 88

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	1	41	0	0	0	0	1	0	0	43
Failure to Provide Assistance	0	0	0	0	0	16	0	0	0	0	0	0	0	16
Damage to Assistive Device	0	0	0	0	0	9	0	0	0	1	0	0	0	10
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	1	0	0	0	8	0	0	1	0	0	0	1	12

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SCOTT AVIATION, LLC DBA SILVER AIR (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SICHUAN AIRLINES (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SIERRA PACIFIC AIRLINES, INC. (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SILVER AIRWAYS LLC (2023)

Total number of complaints reported to DOT: 5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SINGAPORE AIRLINES LIMITED (2023)**

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	1	0	0	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKY AIRLINE (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKYMARK AIRLINES (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKYWEST AIRLINES, INC. (2023)**

Total number of complaints reported to DOT: 37

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	1	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Failure to Provide Assistance	0	1	0	0	0	5	1	0	4	1	0	0	0	12
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	2	1	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	4	1	0	0	1	6
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	8	1	0	0	0	10

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SMARTWINGS, A.S. (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOCIETE AIR FRANCE (2023)**

Total number of complaints reported to DOT: 779

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	3	0	0	5	0	0	0	0	8
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	7	0	0	0	0	0	0	0	7
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Seating Accommodation	0	0	0	0	0	1	0	0	0	74	1	0	1	77
Failure to Provide Assistance	3	1	0	0	0	458	1	0	11	2	3	0	78	557
Damage to Assistive Device	0	0	0	0	0	26	0	0	1	17	0	0	0	44
Storage and Delay of Assistive Device	2	1	0	0	0	15	1	0	5	27	1	0	3	55
Service Animal Problem	0	0	0	0	0	0	0	0	18	0	3	0	0	21
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Other	0	1	0	0	0	1	0	0	5	0	0	0	0	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTHWEST AIRLINES CO. (2023)**

Total number of complaints reported to DOT: 7,091

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	1	0	0	0	4	0	21	3	3	0	2	34
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	1	0	1	0	0	3
Security Issues Regarding Disability	1	0	0	0	0	0	0	0	2	0	0	0	0	3
Aircraft Not Accessible	1	2	0	0	0	2	0	0	5	0	0	0	0	10
Airport Not Accessible	0	0	0	0	0	2	0	0	3	0	0	0	0	5
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	1	1	0	0	3	3	0	137	0	2	0	7	155
Failure to Provide Assistance	22	31	1	1	0	3333	0	0	100	3	6	0	0	3497
Damage to Assistive Device	0	1	0	0	0	138	0	0	9	119	0	0	0	267
Storage and Delay of Assistive Device	0	0	0	0	0	61	8	0	21	364	0	0	0	454
Service Animal Problem	0	1	1	0	0	0	0	0	457	2	0	0	0	461
Unsatisfactory Info	0	0	0	0	0	3	0	0	12	1	0	0	0	16
Other	12	24	1	0	0	60	6	0	1993	9	22	0	59	2186

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SPIRIT AIRLINES, INC. (2023)**

Total number of complaints reported to DOT: 3,427

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	2	0	0	0	4	10	0	29	2	11	0	0	58
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	1	0	5	0	0	0	0	7
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	1	0	0	2
Advance Notice Dispute	0	0	0	0	0	46	0	0	4	1	0	0	0	51
Seating Accommodation	4	2	0	2	0	46	3	0	265	1	30	0	6	359
Failure to Provide Assistance	16	18	0	0	1	1234	0	0	113	1	16	0	4	1403
Damage to Assistive Device	0	0	0	0	0	104	0	0	0	76	0	0	0	180
Storage and Delay of Assistive Device	0	0	0	0	0	64	2	0	0	244	0	0	0	310
Service Animal Problem	3	2	0	0	0	1	0	0	228	0	54	0	0	288
Unsatisfactory Info	0	1	0	0	0	2	3	0	9	0	1	0	0	16
Other	6	19	1	1	0	276	9	0	161	248	27	0	5	753

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SRILANKAN AIRLINES LIMITED (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUN COUNTRY MN AIRLINES, LLC (2023)

Total number of complaints reported to DOT: 180

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNCLASS AIRLINES APS (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNWING AIRLINES (2023)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SURINAM AIRWAYS (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SWISS INTERNATIONAL AIR LINES LTD. (2023)

Total number of complaints reported to DOT: 51

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SWOOP INC (2023)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2023)

Total number of complaints reported to DOT: 13

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAP AIR PORTUGAL (2023)**

Total number of complaints reported to DOT: 15

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	8	0	0	0	0	0	0	0	8
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	1	1	0	0	0	3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TITAN AIRWAYS LIMITED (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANSPORTES AEREOS DE CABO VERDE (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES BELGIUM (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRWAYS LIMITED (2023)**

Total number of complaints reported to DOT: 36

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	0	0	4	0	0	1	0	0	0	0	6
Failure to Provide Assistance	0	0	0	0	1	11	0	0	6	0	1	0	0	19
Damage to Assistive Device	0	0	0	1	0	0	0	0	0	0	1	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	1	0	0	0	0	0	2	0	0	1	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TURKISH AIRLINES TURK HAVA YOLLARI (2023)**

Total number of complaints reported to DOT: 238

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	2	0	3	0	1	2	3	11
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	1	0	0	2
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	1	0	0	3	1	0	0	0	0	0	4	9
Seating Accommodation	1	1	0	1	0	32	1	0	25	0	1	0	0	62
Failure to Provide Assistance	0	1	0	0	0	26	3	0	6	0	0	0	0	36
Damage to Assistive Device	0	0	0	0	0	5	0	0	0	3	0	0	0	8
Storage and Delay of Assistive Device	0	0	0	1	0	5	1	0	0	1	0	0	0	8
Service Animal Problem	0	1	0	0	0	0	0	0	7	0	0	0	1	9
Unsatisfactory Info	1	1	1	0	0	22	2	0	29	0	0	0	3	59
Other	0	1	0	0	0	16	2	2	9	2	0	0	2	34

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TWAY AIR (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UNITED AIR LINES, INC. (2023)**

Total number of complaints reported to DOT: 7,022

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	10	0	9	1	1	0	0	21
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	3	0	0	0	0	4
Aircraft Not Accessible	1	4	0	3	0	8	2	0	4	2	0	0	0	24
Airport Not Accessible	0	0	0	0	0	4	0	0	6	0	0	0	0	10
Advance Notice Dispute	0	0	0	0	0	2	4	0	0	0	0	0	0	6
Seating Accommodation	7	7	0	0	1	60	0	0	378	0	36	0	2	491
Failure to Provide Assistance	32	34	6	15	6	5086	2	0	188	3	17	0	14	5403
Damage to Assistive Device	0	0	0	0	0	98	0	0	1	38	0	0	0	137
Storage and Delay of Assistive Device	0	1	0	0	1	76	8	0	45	170	1	0	0	302
Service Animal Problem	0	0	0	0	0	5	0	0	133	3	23	0	0	164
Unsatisfactory Info	2	2	1	0	1	16	7	0	29	5	1	0	1	65
Other	8	17	1	1	1	90	6	0	228	21	11	0	10	394

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UZBEKISTAN AIRWAYS (2023)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VIETNAM AIRLINES (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN ATLANTIC AIRWAYS LIMITED (2023)**

Total number of complaints reported to DOT: 524

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	2	2	0	13	0	0	0	0	17
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	1	0	0	0	0	0	3	4
Seating Accommodation	1	2	1	0	0	33	1	0	47	3	0	0	2	90
Failure to Provide Assistance	6	4	1	0	0	211	1	0	33	2	0	0	14	272
Damage to Assistive Device	0	1	0	0	0	35	0	0	1	0	0	0	0	37
Storage and Delay of Assistive Device	0	0	0	0	0	9	1	0	0	1	0	0	0	11
Service Animal Problem	0	1	0	0	0	0	0	0	6	0	0	0	0	7
Unsatisfactory Info	0	0	0	0	0	2	3	0	4	3	0	0	6	18
Other	0	2	1	0	0	12	0	0	29	6	0	0	17	67

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VIRGIN AUSTRALIA (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLORIS (2023)**

Total number of complaints reported to DOT: 25

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	3	0	0	2	0	1	0	0	6
Damage to Assistive Device	0	0	0	0	0	9	0	0	0	1	0	0	0	10
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	0	1	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	2	0	0	1	1	0	0	0	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VOLARIS COSTA RICA (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VUELA EL SALVADOR, S.A. DE C.V. (2023)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WAMOS AIR (2023)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by WESTJET (2023)**

Total number of complaints reported to DOT: 167

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Failure to Provide Assistance	1	0	0	0	0	75	1	0	15	0	1	0	0	93
Damage to Assistive Device	0	0	0	2	1	13	0	0	2	0	0	0	0	18
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	2	0	0	0	0	8
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	1	0	8	0	0	1	0	0	0	0	10
Other	0	0	0	2	0	31	0	0	1	0	0	0	1	35

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WORLD 2 FLY PORTUGAL SA (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WORLD2FLY (2023)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by XIAMEN AIRLINES (2023)

Total number of complaints reported to DOT: 0