

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ACM AIR CHARTER GMBH (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ACROPOLIS AVIATION LTD (2020)

**Total number of complaints reported to DOT: 0**

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AER LINGUS LIMITED (2020)**

**Total number of complaints reported to DOT: 14**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROFLOT RUSSIAN AIRLINES (2020)

**Total number of complaints reported to DOT:** 4

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROLINEAS ARGENTINAS, S.A. (2020)

**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. (2020)**

**Total number of complaints reported to DOT: 61**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	1	0	2	0	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	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	1	0	0	2	0	0	0	0	4
Failure to Provide Assistance	1	0	0	3	1	7	0	0	0	0	1	0	0	13
Damage to Assistive Device	0	0	0	9	0	11	0	0	1	0	0	0	0	21
Storage and Delay of Assistive Device	0	0	0	0	0	5	0	0	0	0	0	0	0	5
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	2	0	6	0	0	4	0	0	0	1	13

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR BUSAN (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by AIR CANADA (2020)**

**Total number of complaints reported to DOT: 75**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	1	0	2	0	0	0	0	<b>3</b>
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	1	1	0	1	2	0	0	7	0	0	0	0	<b>12</b>
Failure to Provide Assistance	0	1	0	0	0	29	0	0	8	0	0	0	3	<b>41</b>
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	3	0	0	0	<b>6</b>
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	2	1	0	0	0	<b>4</b>
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	2	0	0	0	0	<b>2</b>
Other	0	0	0	0	0	2	0	0	2	0	0	0	1	<b>5</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by AIR CANADA ROUGE LP (2020)**

**Total number of complaints reported to DOT: 153**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	5	0	0	0	0	<b>5</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	1	1	1	0	0	0	0	0	28	0	0	0	2	<b>33</b>
Failure to Provide Assistance	0	0	0	0	0	71	0	0	12	0	1	0	6	<b>90</b>
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	3	0	0	0	<b>5</b>
Storage and Delay of Assistive Device	0	0	0	0	1	2	0	0	4	1	0	0	0	<b>8</b>
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	2	0	0	3	0	1	0	5	<b>11</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CHINA (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR EUROPA LINEAS AEREAS, S.A.U. (2020)

**Total number of complaints reported to DOT:** 2

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR INDIA (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR JAPAN, CO., LTD. (2020)

**Total number of complaints reported to DOT:** 2

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR NEW ZEALAND LIMITED (2020)**

**Total number of complaints reported to DOT: 21**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR NORTH (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR SEOUL INC. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR SERBIA (2020)

**Total number of complaints reported to DOT: 1**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TAHITI NUI AIRLINES (2020)

**Total number of complaints reported to DOT: 6**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TRANSAT A.T., INC. (2020)

**Total number of complaints reported to DOT: 9**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR X CHARTER LTD (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIRASIA X BERHAD (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by ALASKA AIRLINES, INC. (2020)**

**Total number of complaints reported to DOT: 304**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	1	0	1	0	0	0	0	0	23	0	0	0	0	<b>25</b>
Failure to Provide Assistance	4	4	0	4	0	157	0	0	4	0	2	0	1	<b>176</b>
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	0	2	0	0	0	<b>6</b>
Service Animal Problem	0	0	0	0	0	0	0	0	35	0	0	0	0	<b>35</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	2	0	0	0	2	0	0	51	2	0	0	3	<b>60</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by ALL NIPPON AIRWAYS CO., LTD. (2020)**

**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	<b>Total of Category of Complaints</b>
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	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	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	1	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	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 ALLEGIANT AIR, INC. (2020)**

**Total number of complaints reported to DOT: 494**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	3	0	3	0	0	0	0	<b>6</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	7	2	0	47	0	0	0	0	<b>56</b>
Failure to Provide Assistance	1	0	0	0	0	96	0	0	3	0	1	0	0	<b>101</b>
Damage to Assistive Device	0	0	0	0	0	12	0	0	0	25	0	0	0	<b>37</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	8	0	0	0	<b>8</b>
Service Animal Problem	0	0	0	0	0	0	0	0	162	0	0	0	0	<b>162</b>
Unsatisfactory Info	1	1	0	0	0	20	3	0	53	5	1	0	8	<b>92</b>
Other	1	0	0	0	0	6	0	0	22	1	1	0	1	<b>32</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by AMERICAN AIRLINES, INC. (2020)**

**Total number of complaints reported to DOT: 4,182**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	1	2	0	12	0	0	1	0	<b>16</b>
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	1	0	1	0	0	<b>3</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	4	0	0	0	0	<b>4</b>
Aircraft Not Accessible	0	0	0	0	0	2	0	0	2	0	0	0	0	<b>4</b>
Airport Not Accessible	0	0	0	0	0	1	0	0	2	0	0	0	0	<b>3</b>
Advance Notice Dispute	0	0	0	1	0	1	0	0	4	0	0	0	0	<b>6</b>
Seating Accommodation	2	1	1	4	0	14	0	0	382	4	3	0	6	<b>417</b>
Failure to Provide Assistance	16	3	3	10	0	1940	4	0	302	36	2	0	11	<b>2327</b>
Damage to Assistive Device	0	0	0	1	0	30	0	0	5	21	0	0	0	<b>57</b>
Storage and Delay of Assistive Device	1	0	0	4	0	59	1	0	58	228	0	0	0	<b>351</b>
Service Animal Problem	0	0	1	0	0	0	1	0	424	14	0	0	7	<b>447</b>
Unsatisfactory Info	1	3	3	0	0	3	0	0	18	3	2	1	0	<b>34</b>
Other	6	8	3	0	0	91	3	0	362	24	0	0	16	<b>513</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by AMERICAN EAGLE AIRLINES, INC. (2020)**

**Total number of complaints reported to DOT: 203**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	4	0	0	0	0	<b>4</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	1	0	0	24	0	0	0	0	<b>25</b>
Failure to Provide Assistance	0	0	0	0	0	31	0	0	20	1	0	0	1	<b>53</b>
Damage to Assistive Device	0	0	0	0	0	4	0	0	1	7	0	0	0	<b>12</b>
Storage and Delay of Assistive Device	0	0	0	0	0	5	0	0	9	21	0	0	0	<b>35</b>
Service Animal Problem	0	0	0	0	0	0	0	0	34	1	0	0	0	<b>35</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Other	1	1	0	0	0	2	0	0	29	3	0	0	0	<b>36</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AMERISTAR AIR CARGO, INC. (2020)

**Total number of complaints reported to DOT:** 0

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARKIA ISRAELI AIRLINES, LTD. (2020)**

**Total number of complaints reported to DOT: 0**

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARUBA AIRLINES (2020)**

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ASIANA AIRLINES, INC. (2020)

**Total number of complaints reported to DOT:** 4

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ATLAS AIR, INC. (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by AUSTRIAN AIRLINES AG (2020)**

**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	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	0	0	<b>2</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	1	0	0	0	0	0	0	<b>1</b>
Seating Accommodation	0	0	0	0	0	0	1	0	2	0	0	0	0	<b>3</b>
Failure to Provide Assistance	0	0	0	0	0	5	0	0	0	0	0	0	0	<b>5</b>
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	0	0	0	2	0	0	0	0	<b>2</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVELO AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIANCA, S.A. (2020)

**Total number of complaints reported to DOT: 3**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVION EXPRESS MALTA (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZERBAIJAN AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZUL BRAZILIAN AIRLINES (2020)

**Total number of complaints reported to DOT: 1**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BAHAMASAIR HOLDINGS LIMITED (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BEIJING CAPITAL AIRLINES CO.,LTD. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BOLIVIANA DE AVIACION (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by BRITISH AIRWAYS PLC (2020)**

**Total number of complaints reported to DOT: 322**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	1	0	0	0	0	1	1	0	7	0	0	0	0	<b>10</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	5	0	0	1	0	0	0	0	<b>6</b>
Aircraft Not Accessible	0	1	0	0	0	0	0	0	1	0	0	0	0	<b>2</b>
Airport Not Accessible	0	0	0	0	0	2	0	0	4	0	1	0	0	<b>7</b>
Advance Notice Dispute	1	0	0	0	0	1	0	0	2	0	1	0	0	<b>5</b>
Seating Accommodation	1	1	0	3	0	9	0	0	5	1	2	0	0	<b>22</b>
Failure to Provide Assistance	2	1	0	8	0	114	0	0	19	0	1	0	0	<b>145</b>
Damage to Assistive Device	0	0	0	6	0	12	0	0	2	0	0	0	0	<b>20</b>
Storage and Delay of Assistive Device	0	0	0	2	0	18	0	0	3	0	0	0	0	<b>23</b>
Service Animal Problem	0	0	0	0	0	0	0	0	9	0	0	0	0	<b>9</b>
Unsatisfactory Info	0	1	0	0	0	11	0	0	2	1	0	0	0	<b>15</b>
Other	3	1	0	4	0	31	0	0	15	2	2	0	0	<b>58</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRUSSELS AIRLINES (2020)

**Total number of complaints reported to DOT:** 2

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CARIBBEAN AIRLINES LIMITED (2020)

**Total number of complaints reported to DOT: 5**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2020)

**Total number of complaints reported to DOT: 18**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CAYMAN AIRWAYS LIMITED (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CEBU PACIFIC AIR (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA AIRLINES, LTD. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA EASTERN AIRLINES CORPORATION (2020)

**Total number of complaints reported to DOT: 1**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA SOUTHERN AIRLINE (2020)

**Total number of complaints reported to DOT:** 8

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX ARUBA (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX MALTA LTD. (2020)

**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. (2020)

**Total number of complaints reported to DOT: 25**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by COMPASS AIRLINES, LLC (2020)**

**Total number of complaints reported to DOT: 4**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Failure to Provide Assistance	0	0	0	0	0	2	0	0	0	0	0	0	0	<b>2</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Other	0	0	0	0	0	0	0	0	0	1	0	0	0	<b>1</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CONDOR FLUGDIENST GMBH (2020)

**Total number of complaints reported to DOT:** 0

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CORSAIR (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DC AVIATION GMBH (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by DELTA AIR LINES, INC. (2020)**

**Total number of complaints reported to DOT: 1,856**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	1	0	0	0	4	3	1	10	0	1	0	0	<b>20</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	1	0	0	0	5	0	0	1	0	0	0	1	<b>8</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	1	<b>2</b>
Advance Notice Dispute	0	2	0	0	0	0	2	0	0	0	9	0	3	<b>16</b>
Seating Accommodation	0	5	0	1	0	17	1	0	92	2	2	0	13	<b>133</b>
Failure to Provide Assistance	17	14	1	5	0	1014	2	0	179	16	8	2	78	<b>1336</b>
Damage to Assistive Device	0	1	0	0	0	31	0	0	1	17	0	0	0	<b>50</b>
Storage and Delay of Assistive Device	0	0	0	3	1	10	0	0	8	10	0	0	0	<b>32</b>
Service Animal Problem	1	1	1	0	0	4	0	0	159	2	14	0	0	<b>182</b>
Unsatisfactory Info	1	0	0	0	0	6	0	0	4	0	1	0	4	<b>16</b>
Other	2	0	2	0	1	30	1	0	12	4	0	0	9	<b>61</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by DEUTSCHE LUFTHANSA AG (2020)**

**Total number of complaints reported to DOT: 83**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	1	0	0	8	2	0	2	0	<b>13</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	1	0	0	4	0	0	0	0	<b>5</b>
Failure to Provide Assistance	0	0	0	0	0	48	0	0	0	0	1	0	0	<b>49</b>
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	1	0	0	0	0	<b>2</b>
Service Animal Problem	0	0	0	0	0	0	0	0	7	0	0	0	0	<b>7</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	0	0	0	3	0	0	0	3	<b>6</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DREAMJET D/B/A LACOMPAGNIE (2020)

**Total number of complaints reported to DOT: 1**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EASTERN AIRLINES, LLC (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EDELWEISS AIR AG (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EGYPTAIR (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by EL AL ISRAEL AIRLINES LTD. (2020)**

**Total number of complaints reported to DOT: 20**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	1	0	3	0	0	1	0	0	0	0	<b>5</b>
Failure to Provide Assistance	0	0	0	0	0	4	0	0	0	0	0	0	0	<b>4</b>
Damage to Assistive Device	0	0	0	0	0	1	0	0	1	4	0	0	0	<b>6</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	2	0	0	2	0	0	0	0	<b>4</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by EMIRATES (2020)**

**Total number of complaints reported to DOT: 81**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	5	0	0	0	0	<b>5</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	0	0	0	8	0	0	0	0	<b>8</b>
Failure to Provide Assistance	0	0	0	0	0	23	1	0	16	1	0	0	0	<b>41</b>
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	1	0	0	0	<b>3</b>
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	19	0	0	0	0	<b>20</b>
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Unsatisfactory Info	0	0	0	0	0	0	1	0	0	1	0	0	0	<b>2</b>
Other	0	0	0	0	0	1	0	0	1	0	0	0	0	<b>2</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETHIOPIAN AIRLINES ENTERPRISE (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETIHAD AIRWAYS P.J.S.C. (2020)

**Total number of complaints reported to DOT: 14**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROWINGS (2020)

**Total number of complaints reported to DOT: 0**

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EVA AIRWAYS CORPORATION (2020)**

**Total number of complaints reported to DOT: 3**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EXPRESSJET AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FAST COLOMBIA SAS (2020)

**Total number of complaints reported to DOT:** 0

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FIJI AIRWAYS (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FINNAIR OY D/B/A FINNAIR OYJ (2020)

**Total number of complaints reported to DOT: 1**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FIRST AIR (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FLAIR AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FRENCH BEE (2020)

**Total number of complaints reported to DOT: 1**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by FRONTIER AIRLINES, INC. (2020)**

**Total number of complaints reported to DOT: 114**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	3	0	0	2	0	0	0	0	<b>5</b>
Failure to Provide Assistance	1	0	0	0	0	66	0	0	4	1	0	0	0	<b>72</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Storage and Delay of Assistive Device	0	0	0	0	0	5	0	0	1	1	0	0	0	<b>7</b>
Service Animal Problem	0	0	0	0	0	0	0	0	13	0	0	0	1	<b>14</b>
Unsatisfactory Info	0	0	0	0	0	3	0	0	5	0	0	0	0	<b>8</b>
Other	0	0	0	0	0	4	0	0	3	0	0	1	0	<b>8</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GOJET AIRLINES, LLC (2020)

**Total number of complaints reported to DOT:** 2

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GOL LINHAS AEREAS INTELIGENTES (2020)

**Total number of complaints reported to DOT:** 2

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HAINAN AIRLINES COMPANY LTD (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by HAWAIIAN AIRLINES, INC. (2020)**

**Total number of complaints reported to DOT: 124**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	1	0	0	0	0	0	0	<b>1</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	1	1	0	0	2	0	0	26	0	0	0	0	<b>30</b>
Failure to Provide Assistance	1	0	0	0	0	20	0	0	2	1	0	0	0	<b>24</b>
Damage to Assistive Device	0	0	0	0	0	10	0	0	0	1	0	0	0	<b>11</b>
Storage and Delay of Assistive Device	0	0	0	0	0	5	2	0	2	2	0	0	0	<b>11</b>
Service Animal Problem	0	0	0	0	0	0	0	0	24	0	0	0	0	<b>24</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	1	<b>1</b>
Other	0	1	0	0	0	8	0	0	11	1	0	0	0	<b>21</b>

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY LTD (2020)**

**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. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HILLWOOD AIRWAYS (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HONG KONG AIRLINES LIMITED (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by HONG KONG EXPRESS AIRWAYS LIMITED (2020)**

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by HORIZON AIR INDUSTRIES, INC. (2020)**

**Total number of complaints reported to DOT: 58**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
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	3	0	0	2	0	0	0	0	5
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	36	0	0	3	1	0	0	0	40
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	6	0	0	0	0	6
Unsatisfactory Info	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	4	0	0	0	0	5

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2020)**

**Total number of complaints reported to DOT: 13**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ICELANDAIR EHF. (2020)

**Total number of complaints reported to DOT: 3**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by JAPAN AIRLINES INTERNATIONAL CO. (2020)**

**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	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	1	0	0	0	0	0	0	0	0	0	0	0	<b>1</b>
Failure to Provide Assistance	0	0	0	0	1	1	0	0	1	0	0	0	0	<b>3</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	0	0	0	0	0	0	0	1	<b>1</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by JAZZ AVIATION LP (2020)**

**Total number of complaints reported to DOT: 26**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	0	0	0	2	0	0	0	0	<b>2</b>
Failure to Provide Assistance	1	0	0	0	0	14	0	0	2	0	0	0	0	<b>17</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	2	0	0	0	<b>2</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	2	0	0	0	<b>2</b>
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Other	0	0	0	0	0	1	0	0	1	0	0	0	0	<b>2</b>

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JEJU AIR COMPANY LIMITED (2020)**

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by JETBLUE AIRWAYS CORPORATION (2020)**

**Total number of complaints reported to DOT: 740**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	1	0	2	0	0	0	0	<b>3</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	1	0	0	0	0	0	0	0	0	0	0	0	<b>1</b>
Airport Not Accessible	0	0	0	0	0	2	0	0	0	0	0	0	0	<b>2</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	1	19	1	0	47	0	0	0	4	<b>72</b>
Failure to Provide Assistance	4	9	1	1	0	230	0	0	56	4	1	0	10	<b>316</b>
Damage to Assistive Device	0	0	0	0	0	1	0	0	1	1	0	0	0	<b>3</b>
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	11	6	0	0	0	<b>18</b>
Service Animal Problem	0	1	0	0	0	2	0	0	238	0	0	0	27	<b>268</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	7	2	0	32	2	0	0	14	<b>57</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2020)

**Total number of complaints reported to DOT:** 4

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JIN AIR (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by K5-AVIATION GMBH (2020)

**Total number of complaints reported to DOT:** 0

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KENYA AIRWAYS PLC (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KLM ROYAL DUTCH AIRLINES, N.V. (2020)

**Total number of complaints reported to DOT: 55**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by KOREAN AIR LINES CO., LTD. (2020)**

**Total number of complaints reported to DOT: 8**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
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	1	0	0	0	0	4
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	1	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	1	0	0	0	0	2

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KUWAIT AIRWAYS CORPORATION (2020)

**Total number of complaints reported to DOT: 1**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN AIRLINES S.A. (2020)

**Total number of complaints reported to DOT: 5**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN ARGENTINA S.A. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN COLOMBIA (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN ECUADOR /LATAM AIRLINES ECUADOR (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN PERU S.A. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LIAT (1974) LTD (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LINEAS AEREAS COSTARRICENSES S.A. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MALAYSIA AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by MESA AIRLINES, INC. (2020)**

**Total number of complaints reported to DOT: 26**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	1	0	0	0	0	0	0	0	6	0	0	0	0	<b>7</b>
Failure to Provide Assistance	0	0	0	0	0	4	0	0	3	0	0	0	0	<b>7</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	2	0	0	0	<b>2</b>
Service Animal Problem	0	0	0	0	0	0	0	0	2	1	0	0	0	<b>3</b>
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Other	0	0	0	0	0	0	0	0	3	0	1	0	1	<b>5</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MIAMI AIR INTERNATIONAL, INC. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MJET GMBH (2020)

**Total number of complaints reported to DOT:** 0

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NOLINOR AVIATION (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR INTERNATIONAL LTD (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by NORWEGIAN AIR SHUTTLE ASA (2020)**

**Total number of complaints reported to DOT: 19**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	1	0	0	4	0	1	0	0	<b>6</b>
Failure to Provide Assistance	1	0	0	0	0	2	0	0	2	0	0	0	0	<b>5</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	1	0	0	<b>1</b>
Other	0	0	0	0	0	1	1	0	3	0	0	0	1	<b>6</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR SWEDEN (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by NORWEGIAN AIR UK LTD (2020)**

**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	<b>Total of Category of Complaints</b>
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	2	0	0	0	1	4
Failure to Provide Assistance	0	0	0	1	0	0	0	0	1	0	0	0	0	2
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	2	0	0	0	0	2
Unsatisfactory Info	0	1	0	0	0	0	0	0	0	0	0	0	1	2
Other	0	0	0	0	0	0	0	0	4	0	0	0	2	6

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by OMNI AIR INTERNATIONAL INC. (2020)**

**Total number of complaints reported to DOT: 2**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by OPENSKIES (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PAKISTAN INT'L AIRLINES CORPORATION (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PHILIPPINE AIRLINES, INC. (2020)

**Total number of complaints reported to DOT: 5**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PINNACLE AIRLINES, INC. / ENDEAVOR (2020)

**Total number of complaints reported to DOT: 19**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by POLSKIE LINIE LOTNICZE LOT, S.A. (2020)

**Total number of complaints reported to DOT: 6**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PORTER AIRLINES INC. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PRIVILEGE STYLE (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by PSA AIRLINES (2020)**

**Total number of complaints reported to DOT: 49**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	1	0	0	0	0	1	0	0	6	0	0	0	0	<b>8</b>
Failure to Provide Assistance	1	0	0	0	0	4	0	0	7	0	0	0	2	<b>14</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	4	0	0	0	<b>4</b>
Service Animal Problem	0	0	0	0	0	0	0	0	7	2	0	0	0	<b>9</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	0	0	0	12	1	0	0	0	<b>13</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by QANTAS AIRWAYS LIMITED (2020)

**Total number of complaints reported to DOT:** 2

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by QATAR AIRWAYS Q.C.S.C. (2020)

**Total number of complaints reported to DOT:** 8

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by REPUBLIC AIRLINES, INC. (2020)**

**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	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	1	0	0	0	0	1	0	0	5	0	0	0	1	<b>8</b>
Failure to Provide Assistance	0	1	0	0	0	5	0	0	6	1	0	0	0	<b>13</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Service Animal Problem	0	0	0	0	0	0	0	0	7	0	0	0	0	<b>7</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	0	0	0	7	0	0	0	0	<b>7</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL AIR MAROC (2020)

**Total number of complaints reported to DOT: 4**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL JET LLC (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL JORDANIAN AIRLINE (2020)

**Total number of complaints reported to DOT: 3**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SATA INTERNACIONAL (2020)

**Total number of complaints reported to DOT: 0**

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SAUDI ARABIAN AIRLINES CORPORATION (2020)**

**Total number of complaints reported to DOT:** 1

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by SCANDINAVIAN AIRLINES SYSTEM (2020)**

**Total number of complaints reported to DOT: 5**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
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	1	0	2	0	0	0	0	2	0	0	0	0	5

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SCOTT AVIATION, LLC DBA SILVER AIR (2020)**

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SICHUAN AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

## **Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SIERRA PACIFIC AIRLINES, INC. (2020)**

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SILVER AIRWAYS LLC (2020)

**Total number of complaints reported to DOT: 1**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SINGAPORE AIRLINES LIMITED (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by SKY REGIONAL AIRLINES (2020)**

**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	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	1	0	0	0	0	0	0	0	0	0	0	0	0	<b>1</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Failure to Provide Assistance	0	0	0	0	0	16	0	0	1	1	0	0	0	<b>18</b>
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	<b>2</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	1	<b>2</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by SKYWEST AIRLINES, INC. (2020)**

**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	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	0	0	0	4	0	0	0	2	<b>6</b>
Failure to Provide Assistance	0	0	0	0	0	2	0	0	7	1	1	0	0	<b>11</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	2	3	0	0	0	<b>5</b>
Service Animal Problem	0	0	0	0	0	1	0	0	8	0	0	0	1	<b>10</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	0	0	0	3	0	0	0	0	<b>3</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SOCIETE AIR FRANCE (2020)

**Total number of complaints reported to DOT: 140**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SOUTH AFRICAN AIRWAYS SOC LIMITED (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by SOUTHWEST AIRLINES CO. (2020)**

**Total number of complaints reported to DOT: 2,167**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	1	1	0	14	1	0	0	0	<b>17</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Airport Not Accessible	0	0	0	0	0	2	0	0	5	0	0	0	0	<b>7</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	1	1	0	1	0	4	0	0	84	0	1	0	2	<b>94</b>
Failure to Provide Assistance	2	11	0	0	0	536	0	0	59	1	7	0	1	<b>617</b>
Damage to Assistive Device	0	0	0	0	0	24	0	0	2	21	0	0	0	<b>47</b>
Storage and Delay of Assistive Device	0	0	0	0	0	12	1	0	6	92	0	0	0	<b>111</b>
Service Animal Problem	0	0	0	0	0	2	0	0	574	3	0	0	2	<b>581</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	28	1	0	0	0	<b>29</b>
Other	6	10	0	0	0	18	0	0	571	3	13	0	41	<b>662</b>

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by SPIRIT AIRLINES, INC. (2020)**

**Total number of complaints reported to DOT: 1,120**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	2	6	0	10	0	11	3	0	<b>32</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	<b>1</b>
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Airport Not Accessible	0	1	0	0	0	0	0	0	0	0	1	0	0	<b>2</b>
Advance Notice Dispute	0	0	0	0	0	2	0	0	1	0	3	0	0	<b>6</b>
Seating Accommodation	3	0	0	0	0	11	2	0	75	0	35	0	4	<b>130</b>
Failure to Provide Assistance	3	4	0	0	1	203	0	0	27	0	5	0	3	<b>246</b>
Damage to Assistive Device	0	0	0	0	0	16	0	0	0	10	0	0	0	<b>26</b>
Storage and Delay of Assistive Device	0	0	0	0	0	6	1	0	0	46	0	0	0	<b>53</b>
Service Animal Problem	1	0	0	0	0	0	0	0	34	0	286	0	0	<b>321</b>
Unsatisfactory Info	2	0	0	0	0	2	0	0	6	1	36	0	0	<b>47</b>
Other	2	4	1	0	1	75	5	0	59	79	21	0	8	<b>255</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SRI LANKAN AIRLINES LIMITED (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by SUN COUNTRY MN AIRLINES, LLC (2020)**

**Total number of complaints reported to DOT: 93**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	2	2	0	0	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	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	27	0	0	0	0	0	0	0	27
Damage to Assistive Device	0	0	0	0	0	14	0	0	1	14	0	0	0	29
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	1	0	0	0	3
Service Animal Problem	0	2	0	0	0	0	0	0	15	1	6	0	1	25
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 SUNCLASS AIRLINES APS (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNWING AIRLINES (2020)

**Total number of complaints reported to DOT: 12**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SURINAM AIRWAYS (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SWISS INTERNATIONAL AIR LINES LTD. (2020)

**Total number of complaints reported to DOT: 13**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by SWOOP INC (2020)**

**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	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Failure to Provide Assistance	0	1	0	0	0	2	0	0	0	0	1	0	0	<b>4</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	<b>1</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	0	0	0	0	1	0	0	0	<b>1</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAG AVIATION (UK) LTD (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAM-LINHAS AEREAS, S.A. (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by TAP AIR PORTUGAL (2020)**

**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	<b>Total of Category of Complaints</b>
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	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	0	0	0	0	0	0	0	0	0	1	0	0	0	1

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAR AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TITAN AIRWAYS LIMITED (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANS AMERICAN AIRLINES S.A. (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANSPORTES AEREOS DE CABO VERDE (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRAVEL SERVICE (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES BELGIUM (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES NEDERLAND, B.V. (2020)

**Total number of complaints reported to DOT: 1**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRWAYS LIMITED (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by TURKISH AIRLINES TURK HAVA YOLLARI (2020)**

**Total number of complaints reported to DOT: 64**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Advance Notice Dispute	0	0	0	0	0	18	0	0	0	0	0	0	1	<b>19</b>
Seating Accommodation	0	1	0	1	0	0	0	0	0	0	0	0	0	<b>2</b>
Failure to Provide Assistance	1	0	0	1	0	13	0	0	0	0	0	0	0	<b>15</b>
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Storage and Delay of Assistive Device	0	0	0	0	0	0	1	0	0	0	0	0	0	<b>1</b>
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Unsatisfactory Info	0	0	0	0	0	11	0	0	0	0	0	0	0	<b>11</b>
Other	0	0	0	0	0	15	0	0	0	1	0	0	0	<b>16</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TWAY AIR (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UKRAINE INTERNATIONAL AIRLINE (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by UNITED AIR LINES, INC. (2020)**

**Total number of complaints reported to DOT: 1,820**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	3	0	0	0	0	<b>3</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	2	0	0	0	0	<b>2</b>
Aircraft Not Accessible	0	2	0	1	0	1	1	0	1	0	0	0	0	<b>6</b>
Airport Not Accessible	0	0	0	0	0	3	0	0	0	0	0	0	0	<b>3</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	1	2	0	1	0	22	1	0	96	0	12	0	2	<b>137</b>
Failure to Provide Assistance	16	8	0	2	1	1155	0	0	34	1	2	0	0	<b>1219</b>
Damage to Assistive Device	0	0	0	0	0	12	1	0	0	7	0	0	0	<b>20</b>
Storage and Delay of Assistive Device	0	0	0	0	0	15	2	0	11	32	0	0	0	<b>60</b>
Service Animal Problem	0	0	1	0	0	0	0	0	33	0	165	0	0	<b>199</b>
Unsatisfactory Info	0	0	0	0	0	2	2	0	13	1	11	0	0	<b>29</b>
Other	2	10	0	0	0	29	5	0	77	4	7	0	8	<b>142</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UZBEKISTAN AIRWAYS (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VIETNAM AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

**Detailed Breakdown of Disability-Related Complaint Data  
Reported to DOT by VIRGIN ATLANTIC AIRWAYS LIMITED (2020)**

**Total number of complaints reported to DOT: 99**

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	<b>Total of Category of Complaints</b>
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	1	<b>2</b>
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Seating Accommodation	0	0	0	0	0	5	0	0	7	0	1	0	0	<b>13</b>
Failure to Provide Assistance	2	0	1	0	0	41	3	0	4	3	2	0	1	<b>57</b>
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	<b>4</b>
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	2	0	0	0	0	<b>4</b>
Service Animal Problem	1	0	0	0	0	0	0	0	0	0	0	0	0	<b>1</b>
Unsatisfactory Info	0	0	0	0	0	0	0	0	2	1	0	0	1	<b>4</b>
Other	0	1	0	0	0	3	2	0	5	0	0	0	2	<b>13</b>

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VIRGIN AUSTRALIA (2020)

**Total number of complaints reported to DOT: 9**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VOLORIS (2020)

**Total number of complaints reported to DOT:** 4

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VOLARIS COSTA RICA (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WAMOS AIR (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WESTJET (2020)

**Total number of complaints reported to DOT: 52**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by XIAMEN AIRLINES (2020)

**Total number of complaints reported to DOT: 0**

## Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by YAKUTIA AIRLINES (2020)

**Total number of complaints reported to DOT: 0**