

# Air Travel Service Complaint or Comment Form (Not Related to Airline Safety or Security Issues)

Please use this form to file a complaint or comment about service you received or requested from an airline or ticket agent that does not relate to airline [safety](#) or [security](#). This may include, but is not limited to, topics such as flight delays and cancellations, overbooking, disability, tarmac delays, baggage, discrimination, refunds, ticketing practices, family seating, frequent flyer programs, charter flights, privacy, and air ambulance service.

The information that you provide in your complaint or comment form will be provided to the appropriate airline or ticket agent. More detailed information about DOT's complaint handling process, and other helpful information for air travelers is available [here](#).

Items marked with a \* are required.

## Personal Information

I am \*

## Contact Information

Address

City

State

Zip Code

Home Phone \*

(Please use this format: 999-999-9999)

Email Address \*

Verify Email Address \*

## Complaint/Comment Information

\* Check this box if your complaint involves **discrimination** based on **disability** (mobility assistance, travel with a service animal, etc.), **race, color, national origin, religion, sex** (including gender identity and sexual orientation), or **ancestry**.

Airline/Company \*

(If not listed or not applicable select "OTHER")

Flight Date (if applicable)

E.g., 08/14/2023

Flight Itinerary (if applicable)   
(Cities / Flight Number)

Description of Problem/Inquiry/Comment \*

(Maximum 1000 characters. If you need to provide more information, please attach a file below.)

Attach a file (Optional)

File

(Please upload no more than 6 files.)

Add a new file

Upload

Files must be less than **10 MB**.

Allowed file types: **doc docx pdf txt wpd xls xlsx ppt pptx rtf jpg jpeg gif tif png**.

## Incidents of Sexual Misconduct

If your complaint relates to or includes allegations of sexual misconduct please [contact the FBI](#). Sexual misconduct is a broad term. It encompasses any behavior or attempted behavior of a sexual nature that is committed without consent or with someone incapable of consent, or by force, intimidation, coercion, or manipulation. Sexual misconduct also includes physical or verbal advances or harassment of a sexual nature, or public indecent exposure. Generally, a crime committed aboard an aircraft falls within the jurisdiction of the FBI. DOT's Office of Aviation Consumer Protection does not have the authority to conduct criminal investigations.

## Safety and Security Complaints

**Please note that aviation safety and security complaints are not handled by DOT's Office of Aviation Consumer Protection.**

### Safety Complaints

- If you have a concern about airline safety (airline and airplane safety, emergency exit seating, low-flying aircraft, pilot licensing and related issues), please visit the Federal Aviation Administration's (FAA) website to report a [safety-related issue](#).

### Security Complaints

- If you have a concern about aviation security (passenger screening, the "no-fly" list, the baggage screening process, and related issues), please visit the Transportation Security Administration's (TSA) website to [report a security-related issue](#).

**Note - Please only hit "Submit" once as our system sometimes takes a few moments to process your complaint.**

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the

requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2105-0568. Public reporting for this collection of information is estimated to be approximately 15 minutes per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are voluntary and will be provided confidentiality to the extent allowed by the Freedom of Information Act (FOIA). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Aviation Consumer Protection Division, Office of the Secretary, W96-473, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

### Privacy Act Statement

If you use the web complaint form above, we would welcome any comments that you may have about that process. Please email any such comments to [airconsumer2@dot.gov](mailto:airconsumer2@dot.gov). (This address does not accept complaints about air service, only comments about the web complaint form process.)