

August 16, 2023

**Department of Transportation  
Office of the Secretary of Transportation**

Justification for No Material/Non-substantive Change  
On-Line Complaint Form for Service-Related Issues in Air Transportation  
OMB CONTROL NUMBER 2105-0568

Congress requires the Office of Aviation Consumer Protection (OACP) to investigate every disability-related complaint. We do the same with complaints that allege a civil rights violation based on discrimination. Currently, consumers provide narrative information in the form's "Description of Problem/Inquiry/Comment" section and the subject matter is identified by analysts who review the submitted information. With the narrative, there is no automated way to separate the disability and civil rights complaints/submissions from other topics of consumer complaints/submissions (e.g., refunds, flight cancellations).

The purpose of this "No Material/Non-substantive Change" is to provide a means to automatically identify civil rights complaints for investigation that involve 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.

The form has been changed to add a new "check the box" feature that allows a consumer to identify that the issue involves a potential civil rights violation. (See, highlighted area on the form.)