

OACP Form

Screenshots as of June 20, 2024

Landing Page:

 U.S. Department of Transportation

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Office of Aviation Consumer Protection (OACP)

Complaint, Comment, and Compliment Form

Use the form below to file a complaint, submit a comment or compliment to OACP - that is not related to airline safety or security - about your air travel experience, or air travel service you received or requested from an airline or ticket agent.

The information that you provide will be distributed to the appropriate airline or ticket agent. You can find more detailed information under the [Complaint Handling Process](#) tab.

Privacy Act Statement is available [here](#).



Submit Your Complaint, Comment, or Compliment

Begin

OMB Control Number 2105-0568

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: Office of Aviation Consumer Protection, Office of the Secretary, W96-473, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

Submission Type:

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Submit Your Complaint, Comment, or Compliment

Submission Type:

A complaint is a specific written expression of dissatisfaction concerning a difficulty or problem which the person experienced when using or attempting to use an airline's services. Complaints will be sent to the airline and/or ticket agent that is the subject of the complaint.

A comment is a remark regarding air transportation expressing an opinion. This information will be recorded in our database, but no further action is required by the airline and/or ticket agent.

A compliment is a submission regarding a positive experience. This information will be recorded in our database, but no further action is required by the airline and/or ticket agent.

*Select One:

☐ Complaint

☐ Comment/Opinion

☐ Compliment

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OFFICE OF AVIATION CONSUMER PROTECTION

Contact Information:

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Submit Your Complaint, Comment, or Compliment

 Office of Aviation Consumer Protection (OACP)

✓

Contact Information

Items marked with an * are required.

* I am a(n) 

Passenger 

▼ Passenger Information

Salutation 

--None-- 

* First Name

Middle Name

* Last Name

Suffix

PASSENGER'S HOME ADDRESS

* Country 

--None-- 

PASSENGER'S CONTACT INFORMATION

* Email Address

* Verify Email Address

☐ Add Another Passenger 

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Flight Information:

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✓

✓

Flight Information

Items marked with an * are required.

* Did your trip start, end, or pass through the U.S. or a U.S. Territory? ⓘ

Yes

* Were you successfully able to complete your booking? ⓘ

No

Please identify who this complaint is about. ⓘ

Airline

This Airline field below is a picklist. You can use the following keyboard shortcuts for this field: Enter 3 or more characters to search. Tab for Search Results. Use Up and Down arrows to find selection. Press Enter to make selection.

* Airline

New Airline

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✓

✓

✓

Details

Items marked with an * are required.

☐ Previously Filed Complaint (Check Here)

*What do you want to report to DOT? A problem with:

- ☐ Flight Schedule
- ☐ Bumping/Overales
- ☐ Reservations/Ticketing/Boarding
- ☐ Fees/Fares
- ☐ Refund
- ☐ Baggage/Luggage
- ☐ Customer Service (Including Family Seating)
- ☐ Disability Accommodation (Including Service Animals)
- ☐ Advertising (Including how information was presented during booking)
- ☐ Discrimination (other than on the basis of Disability)
- ☐ Animals/Pets (Not Service Animals)
- ☐ Safety
- ☐ Security
- ☐ In-flight Sexual Misconduct
- ☐ Other

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Conditional Logic Q/A:

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▼ Customer Service (including Family Seating)

*What was the main problem?

☐ Could not get help with a customer service problem

☐ An issue with a reservations agent

☐ An issue with an agent at the boarding gate

☐ An issue with an agent at the ticket counter

☐ An issue with a flight attendant

☐ An issue with a pilot

☐ An unsatisfactory seat assignment

☐ An unsatisfactory food service

☐ A failure of airline personnel to control another passenger's behavior

☐ A delay in receiving an acknowledgment or response from an airline

☒ A problem with family seating

☐ A problem with the call center related to ticketing or flight problems (e.g., flight cancellations, delays)

☐ A problem with the call center related to difficulty in contacting (e.g., busy signal, long wait to answer, call dropped, etc.)

☐ A problem related to passenger privacy

☐ Something else related to customer service



Family Seating

The Department recognizes the importance that families place on sitting together when flying. To make sitting together easier when flying within the United States, the Department has issued a [Notice encouraging U.S. airlines](#) to do everything that they can to ensure the ability of a young child (age 13 or younger) to be seated next to an accompanying adult (over age 13) without charging fees for adjacent seating. [LEARN MORE](#)

Please help us evaluate your complaint by answering the following.

*Was there a difficulty in obtaining seating (including the requirement to pay a seat fee) to ensure that a child 13 or under would be seated next to an accompanying adult?

☒ Yes

☐ No

*Did you and your child fly separated?

☐ Yes

☐ No

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Complaint Description:

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Submit Your Complaint, Comment, or Compliment

Office of Aviation Consumer Protection (OACP)

✓

✓

✓

Details

Complaint Description

* Describe what happened.

3000 characters remaining

Documents

Documents related to your complaint

Optionally, you can upload copies of the documents related to your complaint. This includes:

- Your written contact with the airline such as an email to the airline's customer service department or a copy of your online complaint with the airline or ticket agent
- The airline's written response (unless they did not respond within 30 days)
- Booking details (ticket / invoice / itinerary / confirmation)
- All receipts related to the complaint (hotel, taxi, meals, etc.)

Files must be less than: 5 MB

Allowed file types: .doc, .docx, .eml, .gif, .jpeg, .jpg, .msg, .pdf, .png, .txt, .xls, .xlsx

Notes:

- Documents provided should be in English to the maximum extent possible
- There is a limit of 25 documents for uploading.
- Please remove sensitive personal information from the copies of the documents, including your social security number, personal financial data, and credit card numbers.

*Upload Files

Upload Files

Or drop files

Title	Date Uploaded
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OFFICE OF AVIATION CONSUMER PROTECTION

Submission Summary:

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Submit Your Complaint, Comment, or Compliment

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✓

✓

✓

✓

Review and Submit

Complaint Summary

✓ Passenger Information

I am a(n): Passenger
Salutation:
First Name: Pico
Middle Name:
Last Name: De Gallo
Street: 101 Home Lane
Country: United States
City: Alexandria
State/Province: VA
Zip/Postal Code: 22304
Daytime Phone:
Email Address: lori.barringer@dot.gov

✓ Flight Information

Did your trip start, end, or pass through the U.S. or a U.S. Territory? Yes
Were you successfully able to complete your booking? No

✓ Flights

Flight 1:
Airline:
Flight Number:
Flight Date:
From (Departure Airport):
To (Arrival Airport):

Acknowledgement
Please attest to the statement below in order to submit your complaint.
☐ I certify to the truthfulness and accuracy of this complaint submission.

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Confirmation Page:



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Your complaint has been received by the U.S. Department of Transportation.

DOT's Consumer Complaint Process:

- Your complaint will be sent to the identified airline and/or ticket agent for response.
- DOT will also receive a copy of the response.
- All complaints involving air travel service issues are logged in DOT's Office of Aviation Consumer Protection database.
 - Note: We do not have authority to order compensation for individual complainants.

Airline and Ticket Agent Response Due Dates:

- If your complaint involves an allegation of **discrimination based on disability**, airlines are required to provide a dispositive response to you within 30 days. Ticket agents are not subject to the same time requirements but should also provide a response within a reasonable time.
- Airlines are required to acknowledge receipt of all other consumer complaints within 30 days and provide a substantive response to you within 60 days. Ticket agents are not subject to the same time requirements but should also provide a response within a reasonable time.

Civil Rights Complaint Resolution:

- **If your complaint involves an allegation of discrimination based on disability or other protected class**, Office of Aviation Consumer Protection staff will thoroughly review each case to determine if a violation occurred. Once review of your case is complete, an analysis with findings will be sent to you. Please note that due to the volume of cases received, and the thoroughness of this process, it may take some time to fully process your case.

Publication and Tracking of Complaints and Data Filed with DOT:

- Consumer complaints help DOT spot trends in the airline industry and determine the extent to which regulated entities are complying with the laws that it enforces and to track trends or spot areas of concern that may warrant further action. Generally, we pursue investigations and potential enforcement action if a number of complaints indicate a pattern or practice of violating aviation consumer protection requirements. Complaints may also be the basis for regulatory actions.
- Every month, DOT publishes its [Air Travel Consumer Report](#), which contains information about the number and type of air travel service complaints DOT receives about airlines and ticket agents. This report is made available to the public so that consumers and other stakeholders can compare the complaint records of individual airlines, ticket agents, and tour operators.
- In addition to complaints, the report also contains data that the airlines file with us on flight delays, cancellations, bumping, mishandled baggage, and other helpful information.

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