

OACP Form

Screenshots as of June 20, 2024

Landing Page:

The screenshot shows the landing page for the Office of Aviation Consumer Protection (OACP) form. At the top, there is a dark blue header with the U.S. Department of Transportation logo and name on the left, and navigation links for Home, OACP Form (underlined), Complaint Handling Process, and Technical Support on the right. The main content area has a light gray background. It features the title "Office of Aviation Consumer Protection (OACP)" and a sub-header "Complaint, Comment, and Compliment Form". Below this, there are three paragraphs of text: the first explains the form's purpose, the second describes the distribution of information, and the third provides a link to the Privacy Act Statement. A central graphic shows a smartphone displaying the form. Below the graphic is the text "Submit Your Complaint, Comment, or Compliment" and a blue "Begin" button. At the bottom, there is a section for the OMB Control Number 2105-0568 with a detailed explanation of the information collection process.

Submission Type:

The screenshot shows the "Submission Type" selection screen. It has the same header as the landing page. The main heading is "Submit Your Complaint, Comment, or Compliment". Below this is a white box containing the "Submission Type" section. It includes three paragraphs defining "complaint", "comment", and "compliment". Below the definitions is a "Select One:" label followed by three radio button options: "Complaint", "Comment/Opinion", and "Compliment". A blue "Next" button is located at the bottom right of the white box. At the very bottom of the page, there is a dark blue footer with the text "OFFICE OF AVIATION CONSUMER PROTECTION".

Contact Information:

U.S. Department of Transportation

Home OACP Form Complaint Handling Process Technical Support

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 ?

OMB Control Number 2105-0568

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Flight Information:

U.S. Department of Transportation

Home OACP Form Complaint Handling Process Technical Support

Submit Your Complaint, Comment, or Compliment

Office of Aviation Consumer Protection (OACP)

✓ ✓ 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

OMB Control Number 2105-0568

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Complaint Information:

 U.S. Department of Transportation

[Home](#) [OACP Form](#) [Complaint Handling Process](#) [Technical Support](#)

Submit Your Complaint, Comment, or Compliment

Office of Aviation Consumer Protection (OACP)

Progress bar: 4 steps, 3 completed (green), 1 active (blue: 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

OMB Control Number 2105-0568

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Conditional Logic Q/A:


 U.S. Department of Transportation

[Home](#) [OACP Form](#) [Complaint Handling Process](#) [Technical Support](#)

∨ 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

OMB Control Number 2105-0568

Complaint Description:

U.S. Department of Transportation

Home OACP Form Complaint Handling Process Technical Support

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


Or drop files

<input type="checkbox"/> Title	Date Uploaded
--------------------------------	---------------

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OFFICE OF AVIATION CONSUMER PROTECTION

Submission Summary:

 U.S. Department of Transportation

[Home](#) [OACP Form](#) [Complaint Handling Process](#) [Technical Support](#)

Submit Your Complaint, Comment, or Compliment



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.

OMB Control Number 2105-0568

Confirmation Page:

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.