

Case History

CASE #: PC2018030001

Case Information:

Status: **CLOSED**Method: **I**Received: **02/28/2018**Closed: **03/13/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0123** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **N**Flight Date: **04/02/2018**Incident Date: **04/02/2018**

Flight Itinerary:

2257

Complaint Summary:

Explanation:

I'm seeking your assistance on a personal flight situation that the AA Platinum Desk was unhelpful at resolving. Last May 2017, I purchased flights for my family (2 adults and 3 kids) to fly to Hawaii for spring break - I purposely did it early because I wanted bulkhead seats for the kids on the redeye flight home (we were the first to ticket on the flights!). When I was reviewing our reservation a couple weeks ago I noticed that my children had been completely removed from our red eye flight home (LAX to ORD) and put on a different red eye separate from my husband and me. My children are ages 7, 10 and 11. I was so shocked that the airline would do this and immediately contacted the Platinum Desk (I'm Platinum and my husband Platinum Pro) to correct it. The platinum desk could not give me any good explanation for why or how that could happen, which is terrifying because what if I never caught it? The airline certainly never contacted me about it. All they could do was move the children back onto the original flight but the problem is that the bulkhead seats I had specifically chosen for them by booking early had now been taken! And worst the best they could offer my kids was row (b) (6) but my husband and I are in row (b) (6). I do not want our family separated like that on an overnight flight nor do I think it's fair that we should have to accept that solution when I purposely booked early (I was the first person to ticket on that plane!) specifically because I wanted to make sure we had good seats. I'm hoping you can assist in getting the children back into the bulkhead seats I had selected for them back when they were ticketed in May 2017. The record locators are as follows: (b) (6) for (b) (6) (my 7-year old), (b) (6) for (b) (6) and (b) (6) (my 10 and 11 year olds) and (b) (6) for (b) (6) and (b) (6). Thank you.

Notes:

Case History

CASE #: PC2018010021

Case Information:

Status: **CLOSED**Method: **I**Received: **12/30/2017**Closed: **01/03/2017**

Reopened:

Complaint Information:

Complaint Code: **GM1920** Consumer Action Code:Airline Code: **RE PUB**Airline Name: **REPUBLIC AIRLINE** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **12/30/2017**Incident Date: **12/30/2017**

Flight Itinerary:

CLT TO ORD 3400

Complaint Summary:

Explanation:

United Airlines assigned my two year old a seat away from both parents on flight 3400. United would not reassign seats on our flight. Thankfully, other passengers chose to voluntarily move themselves to allow my two year old to sit with a parent. United suggesting a two-year old to sit away from their parent is unsafe. It should be unlawful below a certain age. My two year old was given an aisle seat next to a stranger. Had strangers not been kind enough to re- arrange seats I would have deplaned as I would have never allowed my child to be put in a situation where they were unsafe. Both being with a stranger, and also being somewhere they could not be cared for. Through this process I have discovered that United has a policy that basic fair tickets, even if purchased together (as they were), do not allow family seating. So this was a purposeful business decision by United to seat our family separate. Requiring families to pay for upgraded tickets to sit with their children is a deliberate tax on families. It was one thing to separate the parents, but to separate children from parents is nothing short of disgraceful. If this is the business practice they choose to follow, then they should not be allowed to sell a ticket to a two year old for basic fair since they may not be seated with their parent. Please stop United from assigning children of this age to sit alone. It is unsafe and I hope unlawful.

Notes:

(b) (6)

Case History

CASE #: PC2017080242

Case Information:

Status: **CLOSED** Method: **I**
 Received: **08/29/2017** Closed: **08/29/2017** Reopened:

Complaint Information:

Complaint Code: **GM0100** Consumer Action Code:
 Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **D** Flight Date: **08/19/2017** Incident Date: **08/19/2017**

Flight Itinerary:

AA1761/AA1819

Complaint Summary:

Explanation:

This complaint is to express my disappointment in American Airlines and Expedia.com in the treatment of passengers. My family of four was traveling to Florida on 8/19 on American Airlines flight 1761. Upon check in I was not given the opportunity to get seat assignments for me and the kids since I bought my tickets through Expedia.com. My husband got a seat assignment because he purchased his ticket directly from American Airlines. I have an autistic 6-year old son and a 10-year old son. Every airline I've ever traveled on seats parents with their young children. AA had our entire family seated in four different rows on the plane. The flight attendants were not helpful at all (honestly the worst I've ever experienced) but thankfully two passengers switch seats so that I could sit with the children. I'm really upset about the anxiety they put my children through. On our return flight on 8/26 (American Airlines flight 1819), we ran into another issue because we had missed our original flight to Florida. My husband had purchased his ticket directly from American Airlines so his return flight was unaffected. I purchased my ticket and the kids' tickets on the same American Airlines flight through Expedia.com. But because we missed our flight going to Orlando, they automatically cancelled our return flight to Washington DC without notifying me. When I called Expedia.com they acted helpless and said it was completely up to American Airline to try to help me. When I contacted American Airlines for assistance, I spent over one hour on the phone and was told that my return tickets were cancelled because I bought a discount broker ticket (through Expedia.com) and missed my original flight on 8/19. This left me in a position without return tickets home for me and the kids and was told I had to buy new tickets again. This sounded very unethical to me and I asked to be transferred to a supervisor. He was able to "reinstate" my tickets for an additional \$50 per ticket. I paid the additional \$150 so that I could get back home with my kids. The return flight was just as bad as the trip going. Once again, because my tickets were affiliated with a "discount broker" I was treated like a second-rate passenger when I got to the airport. I couldn't check in with self-check. Then when I got to the ticket counter, they wouldn't assign seats for me next to the kids. They said I had to wait to speak with the agent at the gate for assistance. The agent arrived at the gate 23 minutes before boarding and said she'd see what she could do to seat me next to the kids. Thankfully she was able to get two passengers to give up their seats so that I could sit with the kids. This treatment was all because I purchased my tickets through Expedia.com. My husband didn't experience this nightmare because he bought his ticket directly from American Airlines. I think it's very unethical to have different standards of treatment based on where you purchased your tickets for the same flight.

Notes:

Case History

CASE #: EV2017110019

Case Information:

Status: **CLOSED**Method: **E**Received: **11/01/2017**Closed: **11/17/2017**

Reopened:

Complaint Information:

Complaint Code: **GC0099**

Consumer Action Code:

Airline Code: **UA**Airline Name: **UNITED AIRLINES**Aircraft Size: **C**Airport Name: **Non Applicable (NON)**Flight Type: **D**

Flight Date:

Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

Congressional inquiry regarding legislation of family seating. See attachment.

Notes:

Case History

CASE #: AK2018080098

Case Information:

Status: **CLOSED**Method: **I**Received: **08/15/2018**Closed: **08/15/2018**

Reopened:

Complaint Information:

Complaint Code: **GA1900** Consumer Action Code:Airline Code: **GOL**Airline Name: **GOL AIRLINES**Aircraft Size: **U**Airport Name: **Sao Paulo, Sao Paulo, Brazil Guarulhos International (GRU)**Flight Type: **I**Flight Date: **07/22/2018**Incident Date: **07/22/2018**

Flight Itinerary:

SAO PAULO G3 7682

Complaint Summary:

Explanation:

(b) (6)

(b) (6)

G3 7682 en Sao Paulo

Notes:

Case History

CASE #: BN2017110053

Case Information:

Status: **CLOSED**Method: **I**Received: **11/15/2017**Closed: **11/15/2017**

Reopened:

Complaint Information:

Complaint Code: **GM0122**

Consumer Action Code:

Airline Code: **AC**Airline Name: **AIR CANADA**Aircraft Size: **U**Airport Name: **Pittsburgh, PA, USA Greater Pit Intl Airport (PIT)**Flight Type: **I**Flight Date: **11/17/2017**Incident Date: **11/17/2017**

Flight Itinerary:

FROM PITTSBURGH, PA TO SHANGHAI, CHINA

Complaint Summary:

Explanation:

I booked the flight six months ago in order to get three seats together because I will be traveling with my wife and my 7-year old daughter. Yesterday I checked our seats again and was shocked that my 7-year old daughter was moved to ten rows away from us and her seat was assigned to another passenger. I have received no notice at all. I called Air Canada and was told the computer system automatically reassigned the seats to accommodate some changes. I pointed out that the flight is not full and many seats are still available, but my daughter was moved away despite that. Also, instead of moving an adult, my daughter, a minor was moved away from her parents. The customer representative said "we will fix the system when we have time" and then hung up on me. I called again, and another customer representative refused to move my daughter back and asked me to try my luck on the day of the flight at the airport counter. No apologies were offered and both customer representatives were very condescending and their attitude was just take-it-or-leave-it.

Notes:

Case History**CASE #: PC2017110369****Case Information:**Status: **CLOSED**Method: **I**Received: **11/27/2017**Closed: **11/27/2017**

Reopened:

Complaint Information:Complaint Code: **GM0020** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **11/27/2017**Incident Date: **11/27/2017****Flight Itinerary:**

HNL TO LAX #108

Complaint Summary:**Explanation:**

I have booked this flight over two to three months prior. At that time, I went to the airline website and selected the available seats for my family that included my wife and I, and our two children. Six days prior to this flight I checked the airline website to double check the seats, and I noticed that our seating arrangement changed. Me and one of my child was assigned to sit together but several rows away from my wife. But my wife and my other child was assigned to sit apart from one another. My wife was assigned an aisle seat while our child was assigned on the other aisle seat directly across from her. I immediately called the airline, and the rep told me that they have rearranged all the seats. I asked her why would the airline rearrange seats where a child does not sit with their parent. I was told that there is nothing they can do at this time, and that the airline's rearrangement of our prior selected seating is part of their company policy. Wouldn't this be a safety issue? I am very eager to discuss this troubling matter with anyone that have some power or authority who can look into this matter and change such rule or policy. I would please like to get a response. Thank you...

Notes:

Case History

CASE #: PC2017110410

Case Information:

Status: **CLOSED**Method: **I**Received: **11/29/2017**Closed: **11/29/2017**

Reopened:

Complaint Information:

Complaint Code: **GM1900** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **11/24/2017**Incident Date: **11/24/2017**

Flight Itinerary:

CLT - LAX AA 1876

Complaint Summary:

Explanation:

Unsafe seating arrangement: Airline seated my minor child (7 years old) in a row separate from any other family member. This would be unsafe in the event of an emergency. Airline was notified 12 hours before flight that the assigned seats were not acceptable, indeed were unsafe. Four separate airline employees assured us that we would be resealed if we arrived at the gate an hour before departure. Notwithstanding, such accommodation was refused. American Airlines' CSR assures us that every employee did everything possible to attempt to resolve the problem, but there is no evidence any employee did anything except pass the buck to the gate agent.

Notes:

Case History

CASE #: PC2017120025

Case Information:

Status: **CLOSED**Method: **I**Received: **12/06/2017**Closed: **12/06/2017**

Reopened:

Complaint Information:

Complaint Code: **GY0520** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **11/30/2017**Incident Date: **11/30/2017**

Flight Itinerary:

ATL TO RSW/1226

Complaint Summary:

Explanation:

My husband and I were traveling with our two young children (8 months old and 2 years old). We had purchased full fare tickets for them and had FAA approved car seats. We realized just prior to boarding that we had been given separate seats (all middle seats, none together). We attempted to rectify the situation with both the gate agent and flight attendant and were rudely rebuffed. Neither would switch our seats and the flight attendant even claimed that children (pointing to our 8 month old) can sit alone. I made a complaint to Delta directly and was contacted by them via phone where that policy was reiterated. It is deeply disturbing that an airline can have a policy where young children (under the age of 3) can sit by themselves with strangers. There are many reasons why this should not be, but just to mention one, I imagine a parent would not want a stranger to inappropriately touch their child when they are seated 5 rows away. Delta's policy of not switching seats seems to suggest that they are placing the comfort and convenience of adults over the sexual safety of very young children...that is very, very concerning to me.

Notes:

Case History

CASE #: PC2017120089

Case Information:

Status: **CLOSED**Method: **I**Received: **12/18/2017**Closed: **12/19/2017**

Reopened:

Complaint Information:

Complaint Code: **GM0122** Consumer Action Code:Airline Code: **HA**Airline Name: **HAWAIIAN AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **12/16/2017**Incident Date: **12/16/2017**

Flight Itinerary:

SEA OGG

Complaint Summary:

Explanation:

Hawaiian Airlines had a change in plane for our flight. This resulted in our seats being changed so that our child, a 4-year-old minor, was seated in a row separate from both parents. Specifically, our family of three was split into 3 different rows. This seems to be in direct violation of "Lasting Improvements to Family Travel Act" which states in 3113(d) that: "if a family is traveling on a reservation with a child under the age of 13, that child is able to sit in a seat adjacent to the seat of an accompanying family member over the age of 13, to the maximum extent practicable, at no additional cost." <https://www.congress.gov/crec/2016/04/11/modified/CREC-2016-04-11-pt1-PgS1876-3.htm> and later clarified by the FAA: "Requires airlines to generally ensure that children 13 years of age or under are seated adjacent to an adult or older child traveling with them." https://transportation.house.gov/uploadedfiles/faa_extension_summary.pdf I call Hawaiian Airlines twice and neither phone agent was able to change our seats. Both told us to sort it out at the airport. Even *if* the gate agents are able to magically make seats available, it seems clear that Hawaiian Airlines was not acting in good faith when seats were reshuffled. The phone agents claim we will be given "priority", but, if so, why was not such priority applied when re-assigning seats in the first place? Furthermore, at no point, we were not notified that the seats had changed. Perhaps, the phone agents would have had more flexibility had we been contacted when the plane changed (Dec 15th 04:37 UTC, 38 hours before flight, 14 hours before check-in).

Notes:

Case History

CASE #: PC2018010129

Case Information:

Status: **CLOSED**Method: **I**Received: **01/18/2018**Closed: **02/20/2018**

Reopened:

Complaint Information:

Complaint Code: **GM1920** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**Airport Name: **Not Available (NOT)**Flight Type: **D**Flight Date: **06/17/2018**Incident Date: **06/17/2018**

Flight Itinerary:

DELTA 2822 INTO ORLANDO

Complaint Summary:

Explanation:

Delta won't guarantee that we can sit with our 3 kids who are all under 10. They are forcing us to spend more to be able to sit with them. We cannot afford to pay more than another just to protect a child. Who will be responsible if my six year old daughter gets molested by another customer while in flight? This did happen on AA and they got sued. I will sue to the end of the earth if it happens to my child as a result of this stupidity for a quick buck. Please advise on my rights. Thank you

Notes:

Case History**CASE #: PC2018010201****Case Information:**Status: **CLOSED**Method: **I**Received: **01/30/2018**Closed: **01/30/2018**

Reopened:

Complaint Information:Complaint
Code: **GM0520**

Consumer Action Code:

Airline Code: **WN**Airline Name: **SOUTHWEST
AIRLINES**Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **01/27/2018**

Incident

Date: **01/27/2018****Flight Itinerary:**

2797 ORLANDO TO CHICAGO

Complaint Summary:**Explanation:**

I just returned home from southwest flight 2729. We are a family of 6 w 4 kids under the age of 10 The flight attendant refused to accomodate us sitting w our kids.... 1 parent w kids.....in any accomodation, we did not want our 2 or 4 year old sitting alone. Our 8 and 9 year old either but its just ridiculous The flight attendant told me he would not make passengers change seats to accomodate us. I said well I believe you have to on top of the fact southwest has no assigned seating.....How is my 2 year old going to sit alone? He rolled his eyes. Eventually we were accomodated after many attemps and my refusal to accept my 2 year old sitting alone with total strangers. because I spoke up but im afraid of how many children are sitting alone on Southwest flights....Scary for kids and a huge liability! Im angry, my husband mortified.....Vows to never fly Southwest again....They do not ensure the safety of kids during the flight.....Had I not spoken up my kids would be sitting alone, scared, crying and who knows what else..... My kids were crying tonight being seperated before I refused to fly that way.....Unbelievable I certainly hope Southwest will fix their policies to follow the FAA guidelines in place.....Im afraid for other families who do not speak up.....Its putting children at risk unnessacerily Totally awful If they arent accomodating the Reorganization Bill just passed are they following other policies implimented by the FAA? (b) (6)

Notes:

Case History**CASE #: PC2018010209****Case Information:**Status: **CLOSED**Method: **I**Received: **01/30/2018**Closed: **01/30/2018**

Reopened:

Complaint Information:Complaint Code: **GM0000** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **N**Flight Date: **01/25/2018**Incident Date: **01/25/2018****Flight Itinerary:**

UA279

Complaint Summary:**Explanation:**

Before I purchased my basic economy fare ticket which does not allow you to reserve seats i asked if I will get seats with my minor children. They said call the day before to arrange it. when I called said come early will arrange at check in. At check in three hours before the flight check in agent said gate agent will arrange. Gate agent said full flight and will try. I was flying with a 8, 10, and 11 yr old. If i wanted them to fly alone i would have to pay for unaccompanied minors. I would never have bought the tickets no matter how cheap. Kids were pertified. Finally we got 2 seats together for me and the 8 year old. and the 2 kids were seated separately. They should not be permitted to sell seats to minors if they are unwilling to sit them with an accompanying adult. Thank you

Notes:

Case History

CASE #: PC2018010226

Case Information:

Status: **CLOSED** Method: **I**
 Received: **01/30/2018** Closed: **01/30/2018** Reopened:

Complaint Information:

Complaint Code: **GM0020** Consumer Action Code:
 Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **U**
 Airport Name:
 Flight Type: **D** Flight Date: **01/28/2018** Incident Date: **01/28/2018**

Flight Itinerary:

ORLANDO TO NEWARK UA 1136

Complaint Summary:

Explanation:

To the Department of Transportation, My name is (b) (6). Earlier today there was an incident on a United Airlines flight home with my family. We reserved seats together at the time of purchase which was honored on our way Orlando. At check in, we got our tickets and noticed our seats were not together. It seems it is standard that reserved seats aren't guaranteed. My daughter (b) (6), who is three years old, was seated in row (b) (6) by herself, while the rest of the family was split across row (b) (6). It is shocking that a 3 year old was expected to sit alone especially when United Airlines clearly states children under 5 must be accompanied by an adult in their policy. My husband went to the gate and explained the problem. The only resolution was to put (b) (6) in (b) (6) and an adult in the further seat which was then switched by the airline to (b) (6) an exit row. The women at the counter said we can simply ask passengers to switch, otherwise there was no other way to have the children together. Once on the plane, the couple in the 2 remaining seats of row (b) (6) refused to switch, and forced my 10 year old son, (b) (6) to sit in the window seat furthest from his father. A woman next to me in row (b) (6) offered to switch so that I could put my son next to me. However it was not permitted because children are not allowed to sit in the exit row since they are unable to assist. I asked the stewardess why it was acceptable for a child to sit alone and she simply responded- It is legal and if you have a problem with the child sitting alone we can take you back to the gate. The flight was already delayed and that would mean inconveniencing every single passenger on the plane. Not one passenger was asked by the stewardess to switch so I could safeguard my child. I was dealt with as a nuisance rather than a concerned mother. I am making this formal complaint because it is absolutely unsafe and insensitive to a child's impressionable mind, to be seated with a complete stranger for no other reason than airline profit margins. What if the child is afraid during take off, landing, and/ or turbulence? I have no way to get to my child because it is federal law to remain seated during that time which is usually the scariest part for people. I couldn't even stand to check on him. If there is a law that states I can't stand to check on my child, there should be a law that ensures my child is within reach. By law I must care for my children and keep them safe but on this flight I was forced by law, to do the opposite. Which leads me to many questions. Who is this stranger? Will they take advantage of my child? Are they inclined to touch my child inappropriately? What if they are overly friendly and ask personal information from my child, making him a prime target for abduction? What is protocol during an emergency landing with an unsupervised minor? (b) (6) is having trouble sleeping tonight. He keeps waking up looking for me. I am horrified

Notes:

Case History**CASE #: PC2018020020****Case Information:**

Status: **CLOSED** Method: **I**
Received: **02/05/2018** Closed: **02/05/2018** Reopened:

Complaint Information:

Complaint Code: **GM0221** Consumer Action Code:
Airline Code: **ET** Airline Name: **ETHIOPIAN AIRLINES** Aircraft Size: **U**
Airport Name: **Non Applicable (NON)**
Flight Type: **I** Flight Date: **02/02/2018** Incident Date: **02/02/2018**

Flight Itinerary:

ET500

Complaint Summary:**Explanation:**

Good Morning: I want to register my dissatisfaction with Ethiopian airlines during my return trip from Addis Ababa to Washington DC on 2/2/2018. Our problems begun (my wife and my two-year-old son were travelling with me) during the check-in process where the ticketing agent, (b) (6), assigned us three isle seats. We tried to protest stating that our two-year-old could not sit by himself but to no avail. We tried to explain that we did not get the option to pick seats when we booked the flight. We tried to pre-check at the Hilton Hotel office but told we could not. The online precheck process did not work and the website timed out several times. We were finally able to convince the boarding gate agent to reassign me a different seat so I can sit with my son. I offered, ten minutes before boarding, to pay \$700.00 per person so we can be upgraded to business class but that offer was turned down. Once on the plane, the inflight entertainment center console did not work (both the touch screen and arm console), not just for me but the gentleman sitting in front of me and the lady sitting next to my son's seat. My wife, sitting behind us, had a broken cup holder. A pregnant woman had to be reassigned a different seat because the seat in front of her was reclined and could not be moved to a sitting position. The arm console on my seat was malfunctioning and the reading light was on during the whole flight and could not be turned off. It took us reporting the problem three times to three different flight attendants before they attempted to reset the console which did not help. Based on my experience, Ethiopian airlines has and needs to do better. The check-in process for passengers with needs is atrocious. I also have concerns where a culture of ignoring small technical glitches such as arm consoles not working can lead to culture of disregarding potential bigger problems. Thank you. (b) (6)

Notes:

Case History

CASE #: PC2018020060

Case Information:

Status: **CLOSED**Method: **I**Received: **02/13/2018**Closed: **02/13/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0320** Consumer Action Code:Airline Code: **NK**Airline Name: **SPIRIT AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **02/11/2018**Incident Date: **02/11/2018**

Flight Itinerary:

MCO TO MCI FLIGHT NK 198

Complaint Summary:

Explanation:

We arrived at the airport gate 1.5 hours prior to our flight, we had an infant so we're unable to check in online. The spirit attendant refused to sit one of my children with an adult so myself and my other children were in row ^{(b)(6)} my husband in. Row ^{(b)(6)} and my 7 year old daughter in row ^{(b)(1)}. Despite reminding the attendant that the FAA regulations says you cannot separate a family she told us our only option was that we should have pre bought seats together or to wait for the evening flight. At the gate we checked and again were denied sitting with our child. This left my 7 year old sitting in a row alone and my husband back a row and across the aisle.

Notes:

Case History

CASE #: PC2018020101

Case Information:

Status: **CLOSED** Method: **I**
Received: **02/20/2018** Closed: **02/20/2018** Reopened:

Complaint Information:

Complaint Code: **GM0023** Consumer Action Code:
Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **U**
Airport Name: **Non Applicable (NON)**
Flight Type: **D** Flight Date: **04/21/2018** Incident Date: **04/21/2018**

Flight Itinerary:

LAX TO EWR

Complaint Summary:

Explanation:

I booked a return leg on Orbitz for my family with 2 minors. Subsequent to booking my ticket united sent me an email indicating that I had purchased a "basic" economy' ticket which is different from a "standard economy" ticket. The made up new "basic economy" standard of service does not allow families to travel together. It further restricts the size of a carry on. These are made up restrictions that United has deemed appropriate to monetize. Further this feels like false advertising on the part of United to Orbitz and myself. Orbitz made it clear i was buying an economy ticket - Orbitz and I had no way of knowing that United has invented a basic economy which is differentiated form standard economy- I feel that United attempted to discriminate against my family and that this fare class will perpetuate discrimination against families if allowed to persist. Since we are required to note the passengers ages at booking it was clear that this was a family traveling together. I only found out about the issue because United sent me a "questionnaire". I have cancelled the ticket but want to notify the FAA regarding this discriminatory practice and the fact that it inflicts danger on minors who may be placed adjacent to strangers on flights. As a parent I have no way of knowing the background check of the stranger seated next to my child. Note this was a 5hour 30 min flight from LAX to EWR. There are additional restrictions that United has invented on the ticket, this however is the most egregious.

Notes:

Case History

CASE #: PC2018030112

Case Information:

Status: **CLOSED**Method: **I**Received: **03/23/2018**Closed: **04/19/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0100** Consumer Action Code:Airline Code: **NK** Airline Name: **SPIRIT AIRLINES** Aircraft Size: **U**Airport Name: **Ft Myers, FL, USA Regional Southwest Airport (RSW)**Flight Type: **D** Flight Date: **04/01/2018** Incident Date: **04/01/2018**

Flight Itinerary:

DTW - RSW 6AM

Complaint Summary:

Explanation:

I purchased 3 seats to fly with my 8 yr old twin granddaughters. Inquired about the need to pay for their seats since new law past saying airlines couldn't separate parents/grandparents flying with minor children. Spirit said no guarantees seating us together if I didn't buy all 3 seats. I asked that the cost of my granddaughters seats be refunded but they said the only way they could do that was if I waited till checking in & took random seats which may or may not be with me. I didn't even as that my \$15 seat be refunded. No deal!

Notes:

Case History

CASE #: PC2018030114

Case Information:

Status: **CLOSED**Method: **I**Received: **03/23/2018**Closed: **03/23/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0000** Consumer Action Code:Airline Code: **F9**Airline Name: **FRONTIER AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **N**Flight Date: **03/23/2018**Incident Date: **03/23/2018**

Flight Itinerary:

(b) (6)

Complaint Summary:

Explanation:

The airline refused to sit my minor children age 7 and 10 next to me. they seperated us.

Notes:

Case History**CASE #: PC2018040048****Case Information:**

Status: **CLOSED** Method: **I**
 Received: **04/10/2018** Closed: **04/10/2018** Reopened:

Complaint Information:

Complaint Code: **GM0000** Consumer Action Code:
 Airline Code: **AAX** Airline Name: **ENVOY AIR (FMR AMERICAN EAGLE)** Aircraft Size: **U**
 Airport Name: **Not Available (NOT)**
 Flight Type: **N** Flight Date: **03/31/2018** Incident Date: **03/31/2018**

Flight Itinerary:

4668

Complaint Summary:**Explanation:**

My husband, two children and I were all sat in separate rows. When we got to the gate their answer was there was nothing they could do and we'd have to get on the plane and deal with it ourselves. My husband was first in line at the counter for help, when the agent arrived at the boarding gate, she told my husband to take a seat and then assisted everyone else. Everyone else was accommodated with their seating issues and we were not. My children are 2 & 7 and the last time I checked it was a passed law that children under the age of 13 be sat with a parent. TO KEEP FAMILIES FLYING TOGETHER, U.S. CONGRESS PASSES NEW LAW (2016). I was also told I could purchase an upgraded seat and then I'd be able to sit with my children. They didn't even offer to seat one child with one parent, I had no issue of having to split kids with my husband and I in different rows but it was absolutely absurd to all four be in different rows and nothing be done about it by the airline prior to the day of our flight and/or before boarding the plane. And to boot my 7 year old has Autism which makes flying even more stressful, then telling your children that we're not sure if we can sit together rises everyone's anxiety level through the roof. American Airlines answer to us was pay more or deal with it yourself, they couldn't move anyone's seat.

Notes:

(b) (5)

Case History

CASE #: PC2018050038

Case Information:

Status: **CLOSED** Method: **I**
 Received: **05/08/2018** Closed: **05/18/2018** Reopened:

Complaint Information:

Complaint Code: **GC0199** Consumer Action Code:
 Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **N**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **I** Flight Date: **07/24/2018** Incident Date: **07/24/2018**

Flight Itinerary:

(b) (6)

Complaint Summary:

Explanation:

This complaint concerns both Austrian and United Airlines. My wife and I booked a full fare ticket through United Airlines from Vienna to LAX operated by Austrian Airlines (Flight Locator (b) (6)). Austrian Airlines are refusing to give me and my wife (b) (6) ticket number (b) (6) advance seat assignment due to "technical reasons." They will only give us a seat 24 hours prior to departure. Our three children (United flight locator (b) (6) and Austrian Airlines flight locator (b) (6)) for whom we purchased tickets using miles have been assigned seats (b) (6). However, the Austrian Airlines representative has refused to assign us seats and told us we are not even guaranteed a seat if the flight is overbooked. This is causing a lot of stress for our family. Not only do we not have the assurance that we will be able to fly on the same plane as our minor children, it is possible we will be assigned seats that are not close to our children. Austrian Airlines said that the reason we are not assigned seats is that we booked this flight through United. They said that if we had booked it through Austrian Airlines, they would assign us seats now. This seems to be a clear case of discrimination and we would like you to investigate this unfair business practice which is undermining the spirit of the Star Alliance. Most importantly, we would like seats assigned before our trip so that we have peace of mind and can enjoy our vacation without the stress of not knowing if we have a return flight home. Finally, I made a complaint to Austrian Airlines over one month ago on their website and have yet to receive a resolution due to "longer processing times than normal." This delay is in my opinion also unacceptable

Notes:

Complaint Code: **GM0122** Consumer Action Code:
 Airline Code: **OS** Airline Name: **AUSTRIAN AIRLINES** Aircraft Size: **U**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **N** Flight Date: **07/24/2018** Incident Date: **07/24/2018**

Flight Itinerary:

(b) (6)

Complaint Summary:

Explanation:

This complaint concerns both Austrian and United Airlines. My wife and I booked a full fare ticket through United Airlines from Vienna to LAX operated by Austrian Airlines (Flight Locator (b) (6)). Austrian Airlines are refusing to give me and my wife (b) (6) ticket number (b) (6) advance seat assignment due to "technical reasons." They will only give us a seat 24 hours prior to departure. Our three children (United flight locator (b) (6) and Austrian Airlines flight locator (b) (6)) for whom we purchased tickets using miles have been assigned seats (b) (6). However, the Austrian Airlines representative has refused to assign us seats and told us we are not even guaranteed a seat if the flight is overbooked. This is causing a lot of stress for our family. Not only do we not have the assurance that we will be able to fly on the same plane as our minor children, it is possible we will be assigned seats that are not close to our children. Austrian Airlines said that the reason we are not assigned seats is that we booked

this flight through United. They said that if we had booked it through Austrian Airlines, they would assign us seats now. This seems to be a clear case of discrimination and we would like you to investigate this unfair business practice which is undermining the spirit of the Star Alliance. Most importantly, we would like seats assigned before our trip so that we have peace of mind and can enjoy our vacation without the stress of not knowing if we have a return flight home. Finally, I made a complaint to Austrian Airlines over one month ago on their website and have yet to receive a resolution due to "longer processing times than normal." This delay is in my opinion also unacceptable

Notes:

Case History

CASE #: PC2018050166

Case Information:

Status: CLOSED	Method: I	
Received: 05/30/2018	Closed: 05/30/2018	Reopened:

Complaint Information:

Complaint Code: GM0020 Consumer Action Code:		
Airline Code: AA	Airline Name: AMERICAN AIRLINES	Aircraft Size: U
Airport Name:		
Flight Type: D	Flight Date: 05/25/2018	Incident Date: 05/25/2018

Flight Itinerary:

JFK TO MCO

Complaint Summary:

Explanation:

We are AAdvantage members and fly AA a lot! My flight on May 25, 2018 from LGA to MCO on AA was a painful experience. My son and I were traveling together on a 6am flight. When we bought the tickets, we requested seats together, and put that my son was only three years old. Not to mention, his boarding pass said he was a child. Still I was seated across the aisle from him when I went to check in! I asked AA staff at the airport three times to help: first when I was checking in my bags, a second time at the gate, and a third time while boarding the plane. AA staff responded by telling me first to check with the gate agent, and then at the gate telling me I had to ask other travelers to switch seats! I tried to stay calm because my son was fast asleep and I was by myself trying to juggle bags, a stroller, and a sleeping toddler. But AA's refusal to accommodate me left me with the responsibility to beg strangers to switch their seats with me. I was especially shocked that in the process of trying to get someone to switch seats, a flight attendant told me to sit separately from my son because I was disturbing the boarding process. Without any help from AA staff, and with only a few minutes before the doors closed, a couple who watched me place my sleeping toddler by himself in a seat away from mine (as AA staff ordered me to do) offered to change seats so my son could sit next to me. I was so shocked that AA staff refused to help that I couldn't even relax on the flight. Once we got to our hotel and got settled, I called AA to complain and I was told that: 1) It was my fault for booking a flight through a discount website, 2) FAA and DOT regulations allow them to seat us the way they did and 3) The issue is not AA's fault but the fault of staff at LGA (who btw happen to work for AA). AA has taken the position that seating across the aisle is "adjacent." Which defies logic especially in the case of a toddler, who needs help at every stage of the flight process, and who cannot communicate his needs clearly. Who exactly is entrusted with helping him buckle up, order beverage service and food, open packages. Who is in charge of helping him if he has motion sickness or has an accident? Who is protecting him from other passengers who might molest him? What happens if he wants to sit next to me and cries uncontrollably during the entire flight because he can't reach me? In an emergency, who is going to get his mask and protect him? Who comforts him when his ears pop? I posted this message on FB and learned that this has happened to many families while traveling on AA, and AA has been unapologetic! Parents with children under 2 years have been separated, one mom only got a seat change after breaking down crying in the middle of the airport. Another relayed how her daughter was molested. I thought there was a law prohibiting this type of seating? Please advise on what can be done.

Notes:

Case History

CASE #: PC2018060151

Case Information:

Status: **CLOSED**Method: **I**Received: **06/25/2018**Closed: **06/25/2018**

Reopened:

Complaint Information:

Complaint Code: **GM1920** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **05/20/2018**Incident Date: **05/20/2018**

Flight Itinerary:

DL 932 (CMH>MSP)

Complaint Summary:

Explanation:

Complaint regarding separation of young children from parent/guardian during flight. Please see attached letter.

Notes:

Case History**CASE #: PC2018060173****Case Information:**Status: **CLOSED**Method: **I**Received: **06/27/2018**Closed: **06/27/2018**

Reopened:

Complaint Information:Complaint Code: **GM0320** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **06/22/2018**Incident Date: **06/22/2018****Flight Itinerary:**

DCA - ATL DELTA 2020, ATL - GNV DELTA 5551

Complaint Summary:**Explanation:**

After having to rebook flights due to delays, my kids, ages 7 and 10, were separated on our flights with 3 middle seats in different rows rather than seats together. On the phone, the agent told me I had have to take care of the seats at the airport. When we checked in, the agent at the ticket counter said we would have to go to the gate. The gate agent said there was nothing she could do, and said the flight attendant had to help. The first flight attendant told us to go to the back of the plane and get help from another flight attendant but there was no one to help. I had to ask other passengers to change, one of which did not want to change his seat. He finally agreed after another passenger shamed him into moving. We were at the gate with plenty of time for the gate agents to work with passengers to help us out but they absolutely refused to help at all despite new regulations in 2017.

Notes:

Case History

CASE #: PC2018070016

Case Information:

Status: **CLOSED** Method: **I**
Received: **07/03/2018** Closed: **07/03/2018** Reopened:

Complaint Information:

Complaint Code: **GM0020** Consumer Action Code:
Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**
Airport Name:
Flight Type: **I** Flight Date: **06/26/2018** Incident Date: **06/26/2018**

Flight Itinerary:

LONDON (LHR) TO DALLAS (DFW)/ AA79

Complaint Summary:

Explanation:

On June 26th, myself (b) (6), my wife (b) (6) and two kids (b) (6) - 3 year old and (b) (6) - 1 year old) were travelling on American airlines flight # 79 in economy class from London to Dallas. The airlines assigned seat# (b) (6) for me, seat# (b) (6) for my wife (purchased for \$149 due to bassinet need since American airlines had initially assigned seat # (b) (6) which is a regular middle seat) and seat# (b) (6) for my 3 year old. In this case, my 3 year old had to sit by himself with how American airlines had assigned seats. When requested at the gate with the agent and also to the flight attendant at the aircraft door, they advised us to request other passengers to swap seats. It was a hassle for us with two little kids to request other passengers to swap seats instead of the airline making proper arrangements prior had to assign seats correctly. The airline did not take any responsibility in helping us to swap/reassign the seats to accommodate my 3 year old to sit next myself or my wife. I had to involuntarily seat my 3 year old in seat# (b) (6) after the airline did not help. There was a passenger in seat# (b) (6) who had purchased the seat for extra legroom and we had to make him understand the situation to swap the seats in (b) (6). American airlines not only impacted my family but at the same time impacted another passenger (supposed to be in (b) (6)) did not get what he had booked/paid. I kindly request American airlines to consider this seriously to have a policy to make the minors sit next to their parents and it must be strictly considered in their seat assignment system. We had a bad experience with the airline during this travel and my family did not deserve the right customer service from American airlines. Thanks.

Notes:

Case History

CASE #: PC2018070227

Case Information:

Status: **CLOSED**Method: **I**Received: **07/31/2018**Closed: **09/05/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0120** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **07/31/2018**Incident Date: **07/31/2018**

Flight Itinerary:

DELTA 2406 DELTA 74

Complaint Summary:

Explanation:

Delta has not seated our 7 year old son next to one of us. Our understanding is that a child below 13 years old is entitled to a seat next to a parent. Delta customer service was not willing to solve the problem for us after we stated that they are not operating according to the law. Delta stated that we must solve the problem ourselves. We are very dissapointed and surprised that a large airline like Delta does not operated according to the law when allocating seats to passengers while they have all the relevant passenger information available in this case the age of the child. In case of an inflight emergency it ix important for the childs safety to be next to a parent. We are willing to pursue legal action for the safety of our child and other children against Delta and the FAA if the law is not enforced.

Notes:

Case History**CASE #: PC2018080008****Case Information:**Status: **CLOSED**Method: **I**Received: **08/01/2018**Closed: **08/09/2018**

Reopened:

Complaint Information:Complaint Code: **GM0122** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **I**Flight Date: **07/24/2018**Incident Date: **07/24/2018****Flight Itinerary:**

DCA TO HOUSTON TO CABO SAN LUCAS UA 367 AND 1438

Complaint Summary:**Explanation:**

During booking and multiple times during check in United Airlines stated "you will not be able to sit with your family." My wife and I were traveling with our infant son of only 1 year old and United Airlines explicitly stated that the airline has a policy of separating families travelling with children. United Airlines required our infant to book and pay for his own seat and then informed us that we would not be seated next to or near any members of our family and would not be allowed to change the "type" of ticket we booked and could not receive a seat until on the plane and all seats would be separate. It is absurd that United Airlines insists to separate families travelling with infants and small children, it endangers the child, the parents and the passengers and crew aboard the flight. Actions and policies by United Airlines are terrifying and dangerous.

Notes:

Case History

CASE #: PC2018080128

Case Information:

Status: **CLOSED**Method: **I**Received: **08/27/2018**Closed: **09/06/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0120** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **08/15/2018**Incident Date: **08/15/2018**

Flight Itinerary:

LGA TO IAH

Complaint Summary:

Explanation:

It is very frustrating that despite the fact that Congress passed a law in 2016 to prevent airlines from splitting up families with kids younger than 13, the regulation has not yet been drafted and the airlines continue to do this. It is a very basic courtesy that if you are travelling with a 3 year old you should be allowed to sit next to them. Not just that- it is also clearly a danger to put young kids next to adults that may or may not care for them as would be the case when they are sitting next to a stranger. This would never be tolerated in any situation I can think of, but somehow it still is allowed on airplanes. (b) (6)

Notes:

Case History

CASE #: PC2018090053

Case Information:

Status: **CLOSED** Method: **I**
Received: **09/07/2018** Closed: **09/07/2018** Reopened:

Complaint Information:

Complaint Code: **GM0321** Consumer Action Code:
Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **U**
Airport Name: **Not Available (NOT)**
Flight Type: **N** Flight Date: **09/04/2018** Incident Date: **09/04/2018**

Flight Itinerary:

Complaint Summary:

Explanation:

My wife and I flew on United with our one year old son. They did not seat us together. We were told to inquire at the gate. When asked if we could sit together as a family, the gate agent said the seats were all assigned and she couldn't help us. I was incredulous and asked if the world had really come to this. Apparently at United airlines it has.

Notes:

Case History

CASE #: PC2018090058

Case Information:

Status: **CLOSED**Method: **I**Received: **09/07/2018**Closed: **09/17/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0123** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **U**Airport Name: **Orlando, FL, USA Orlando International Airport (MCO)**Flight Type: **D**Flight Date: **08/28/2018**Incident Date: **08/28/2018**

Flight Itinerary:

ORLANDO/ UA2032

Complaint Summary:

Explanation:

There were two issues. 1. It took almost 1 hr to check in because the confirmation number was not recognized. 2. The seats that I selected at the time of purchase were changed. All my family, even my kids, were separated. UA never told me why and said sorry for the change of seats. It was awful travel experience.

Notes:

Case History

CASE #: PC2018090090

Case Information:

Status: **CLOSED** Method: **I**
Received: **09/13/2018** Closed: **09/13/2018** Reopened:

Complaint Information:

Complaint Code: **GM0877** Consumer Action Code:
Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **U**
Airport Name: **Non Applicable (NON)**
Flight Type: **N** Flight Date: Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

It is becoming increasingly difficult to fly in the same row of seats with my children. We purchase seats for our children yet we still struggle to get a set together. More often, we are relying on the kindness of others which is not sustainable. I urge the Department to revisit their investigation into this matter.

Notes:

Case History

CASE #: PC2018090179

Case Information:

Status: **CLOSED**Method: **I**Received: **09/26/2018**Closed: **09/28/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0123** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**Airport Name: **Atlanta, GA, USA Hartsfield International (ATL)**Flight Type: **D**Flight Date: **11/01/2018**Incident Date: **11/01/2018**

Flight Itinerary:

ATL/MDT

Complaint Summary:

Explanation:

Traveling in basic economy, there is no guarantee to seat my husband and I with our three and one year old children. We must either call Delta immediately after the reservation is made and request seats together or pay a significant fee for higher class ticket to ensure we are seated together. It is absolutely unethical to penalize families, whether through financial penalty or labor penalty, with young children for sitting together.

Notes:

Case History

CASE #: RK2018030097

Case Information:

Status: **OPEN**Method: **T**Received: **03/26/2018**

Closed:

Reopened:

Complaint Information:

Complaint Code: **GM1900** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**Airport Name: **White Plains, NY, USA Westchester County Airport (HPN)**Flight Type: **D**Flight Date: **04/14/2018**Incident Date: **04/14/2018**

Flight Itinerary:

HPN

Complaint Summary:

Explanation:

Consumer left message regarding attempts to get advance seat selection for 2 & 4 yr-olds w/family of 9. Has been speaking to American Airlines customer service and was hung up on by them.

Notes:

Case History

CASE #: PC2018040022

Case Information:

Status: **CLOSED** Method: **I**
Received: **04/04/2018** Closed: **04/04/2018** Reopened:

Complaint Information:

Complaint Code: **DI1900** Consumer Action Code:
Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**
Airport Name:
Flight Type: **N** Flight Date: **03/20/2018** Incident Date: **03/20/2018**

Flight Itinerary:

JFK TO MCO (ORIGINALLY HPN TO MCO ON 3/21/2018, REBOOKED DUE TO INCOMING STORM)

Complaint Summary:

Explanation:

American Airlines has declined to refund mileage I had to use for a flight change. The original flight planned was waved change fees due to impending weather to occur on 3/21/18. An email was sent to me saying they would rebook any travel to dates between 3/18 to 3/25 at no cost. When rebooking, I had to change the outbound city as the airline could not accommodate seating next to an adult for my 2 and 3 year old. They said because I changed cities, they will not refund my miles. This was the option presented by the agent from the airline rebooking on the phone. When trying to resolve this, I spent many hours put on hold, being hung up on, reservation split into 2 which said because I changed cities, they will not refund my miles. This was the option presented by the agent from the airline rebooking on the phone. When trying to resolve this, I spent many hours put on hold, being hung up on, reservation split into 2 which caused havoc in ticketing all my family members, and then having only the ability to file my complaint online via their website. They do not have a direct line to their customer service. I asked to talk to a supervisor, and they said 20 times they do not escalate and refused my request. The ability to use miles should not be treated any differently than paying cash out right. It is my understanding that per PUBLIC LAW 114-190[INVALID]JULY 15, 2016, SEC.2309. FAMILY SEATING, the airlines are required to now have a policy in place for children under 13. I would have not changed cities if they could have accommodated this. I am appreciative they refunds my fees, I would like the mileage reinstated as well. If you need further documentation, let me know.

Notes:

Case History

CASE #: PC2018090114

Case Information:

Status: CLOSED	Method: I	
Received: 09/17/2018	Closed: 09/17/2018	Reopened:

Complaint Information:

Complaint Code: GM0877	Consumer Action Code:	
Airline Code: OTHER	Airline Name: OTHER	Aircraft Size: U
Airport Name: Non Applicable (NON)		
Flight Type: N	Flight Date:	Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

This is a bad policy! Source: https://www.wsj.com/articles/flying-together-with-your-children-keeps-getting-tougher-1536764795?mod=hp_lead_pos11 Parents have always stressed about flying with small children. Airlines are ratcheting up that stress now by making it harder for parents to sit with them. This fall, United Airlines will make it a bit tougher, or at least more expensive, to get seats together by joining Delta and American in reserving more seats for corporate customers and requiring fees for many regular-legroom seats. On airplanes, everything has a consequence. Reserving more seats for some means fewer seats for others. On some flights with heavy numbers of seats reserved, the only seats open to being reserved for free may be middle seats, limiting options for families except to pay extra fees for seats together. Parents won't be getting help from the feds, either. Under orders from Congress, the Transportation Department reviewed the family seating issue and determined, based on a low number of complaints, that new rules aren't necessary, an official says. Congress had ordered a review in 2016 and directed DOT to come up with regulations forcing airlines to provide children with seats next to parents "if appropriate." The agency recently determined "issuing a policy was not appropriate at this time," a DOT official says. To be sure, parental complaints about airline seating issues are widespread, even if not many have filed official complaints with DOT. But the Trump administration has moved to reduce regulation and new regulations on airlines face a high hurdle. Some parents report unusual seat switches by gate agents this summer that created problems even when they had reserved seats together in advance and in many cases paid the seat fees to be together. (b) (6) of Memphis, Tenn., travels frequently with her two children, and always has seats reserved together, including on a vacation to Vancouver, British Columbia. When the family reached Minneapolis for their connecting flight, she checked seat assignments on the Delta app and discovered she and her 5-year-old son had both been separated from her husband and 7-year-old daughter. (Their seats were unchanged.)

Notes:

Case History**CASE #: BN2018050080****Case Information:**Status: **CLOSED**Method: **L**Received: **05/17/2018**Closed: **05/17/2018**

Reopened:

Complaint Information:Complaint Code: **GC0099**

Consumer Action Code:

Airline Code: **AA**Airline Name: **AMERICAN AIRLINES**Aircraft Size: **N**Airport Name: **Non Applicable (NON)**Flight Type: **D**

Flight Date:

Incident Date:

Flight Itinerary:**Complaint Summary:****Explanation:**

time change; pax had to repurchase seating for family of 5. see attached

Notes:

(b) (5)

Complaint Code: **GC0599**

Consumer Action Code:

Airline Code: **AA**Airline Name: **AMERICAN AIRLINES**Aircraft Size: **N**Airport Name: **Non Applicable (NON)**Flight Type: **N**

Flight Date:

Incident Date:

Flight Itinerary:**Complaint Summary:****Explanation:**

schedule change, family unable to sit together. see attached

Notes:

(b) (5)

Case History

CASE #: PC2017120023

Case Information:

Status: **CLOSED**Method: **I**Received: **12/06/2017**Closed: **12/06/2017**

Reopened:

Complaint Information:

Complaint Code: **GM1920** Consumer Action Code:Airline Code: **AA**Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **I**Flight Date: **11/19/2017**Incident Date: **11/19/2017**

Flight Itinerary:

JFK TO MIA

Complaint Summary:

Explanation:

I was traveling with my children, a 2 year old and a 13 year old that suffers from seizures that is not controlled well by medication at the time, after making a group reservation so that we could all be seated together, so that I could monitor my child, the group dept failed to actually seat us together and my son was placed out of my sight during the entire trip, needless to say I was paranoid the entire flight because I could not monitor my son, one of my biggest issues is that I was denied the right to bring my 2 year olds car seat on the plane so that it could be utilized during the flight, as she indeed had her own paying seat. To me that is a safety concern, the seat belts on the plane is not secure enough for a tiny 2 year old as well as she could slide right out of it, in the event anything happened on the flight my child was not safely secured in a seat. I made sure that the car seat I owned was fully approved for travel on any aircraft by the FAA and yet I was still not allowed to use my car seat it had to be checked. They also made a group reservation with 3 small children and no one from the group dept noticed that they placed a 2 year old and a 5 year old in individual seats without any adults from our group of 13 which caused a delay on an already overbooked flight, because we refused to let our minor children fly without an accompanying adult from our group. All airlines and their employees should be fully aware of the rules and regulations when it comes to being allowed to fly with children and a car seat. I am just appalled at all the confusion and delays caused because American Airlines failed to train staff especially when it comes to flying with children and a car seat

Notes:

Case History**CASE #: PC2018010236****Case Information:**Status: **CLOSED**Method: **I**Received: **01/30/2018**Closed: **03/13/2018**

Reopened:

Complaint Information:Complaint Code: **GC0399** Consumer Action Code:Airline Code: **Y4**Airline Name: **VOLARIS AIRLINES** Aircraft Size: **U**Airport Name: **Culiacan, Sinaloa, Mexico (CUL)**Flight Type: **I**Flight Date: **12/25/2017**Incident Date: **12/25/2017****Flight Itinerary:**

(b) (6)

Complaint Summary:**Explanation:**

when we arrived to departure to Culiacan airport the attendant was very rude unprofessional we asked for him to write his name on a paper so I could later called and complaint and he refused he said he was a supervisor and that we could not talk to anybody know upon arriving to get seated in the airplain they advised us that even though we paid for reserved seating that it would not be honored I have a 6 year and a 11 ear they separated us on the plain when I asked the flight attendant (b) he was very rude and told me sit down or I will get you off this airplane. I do not understand if they are suppose to provide customer service why are they so rude and unprofessional I wish to make a .formal complaint about these 2 individuals. Please look into this matter and call me back it is not okay for these individuals to take advantage of their power

Notes:

Case History

CASE #: PC2018030038

Case Information:

Status: CLOSED	Method: I	
Received: 03/08/2018	Closed: 03/15/2018	Reopened:

Complaint Information:

Complaint Code: GM0020	Consumer Action Code:	
Airline Code: WN	Airline Name: SOUTHWEST AIRLINES	Aircraft Size: U
Airport Name:		
Flight Type: D	Flight Date: 03/05/2018	Incident Date: 03/05/2018

Flight Itinerary:

DAL TO BOS, WN1625

Complaint Summary:

Explanation:

I submitted the attached complaint to Southwest Airlines yesterday that summarizes my experience on a flight where an 8 or 9 year-old girl almost had to sit between two men (30's and 40's). One of the men was me so I moved so her father could sit next to her. I received a phone call from Southwest today saying they appreciated the complaint, but they have an open seating policy, they cannot force anyone to move out of a seat, that it is up to the discretion of the flight attendants what to do and that nothing more could have been done. Notwithstanding, they would forward my complaint to Southwest's senior leadership. I do not disagree with their open seating policy, I think that is fine. I do not disagree with the statement that they cannot force anyone to move either. The statement nothing more could be done though reminds me of the United passenger forcibly removed from an aircraft. It is simply not true that nothing else could have been done. In this case the flight attendant did offer one alcoholic drink for someone to move. They certainly could have offered more than that and I am 100% confident that someone would have moved eventually if the offer gradually increased. Southwest could also prevent the problem by blocking the back row for families as other airlines often do. They have the ages of passengers and who minors booked with, so they know when a family has not yet boarded. Southwest offers pre-boarding for families with small children, but not all children - meaning an 8 or 9 year old girl cannot pre-board and could end up between two men. It is also the case that connecting flights are sometimes late and a family could rush and still be the last ones to board. There have been numerous news articles about minors being molested on airplanes, so part of the issue is about safety of the minors. Another safety problem is that parents sitting away from their children causes problems in the case of an emergency such as not being present to assist the child or having to move against traffic to assist the child. Both could be very dangerous. It is my understanding that it was for this reason that the FAA rule was passed that families cannot be forced to pay to sit with their children. Perhaps there should be a similar rule for open seating that families should not be forced to sit apart. I strongly feel that this issues is about the rights of minors, families, and the safety of all passengers. There are solutions and I do not understand why an airline like Southwest would allow themselves to be put in the situation where they are liable for potentially dramatic harm. Since they have not implemented a solution, perhaps it is up to the FAA to impose a rule so that Southwest does implement a policy.

Notes:

Case History

CASE #: PC2018030135

Case Information:

Status: **CLOSED**Method: **I**Received: **03/29/2018**Closed: **03/29/2018**

Reopened:

Complaint Information:

Complaint Code: **DI1200** Consumer Action Code:Airline Code: **NK**Airline Name: **SPIRIT AIRLINES** Aircraft Size: **U**Airport Name: **Detroit, MI, USA Detroit-Wayne County Metropolitan Airport (DTW)**Flight Type: **D**Flight Date: **05/04/2018**Incident Date: **05/04/2018**

Flight Itinerary:

DETROIT TO DENVER FLIGHT 905

Complaint Summary:

Explanation:

Spirit Airlines is requiring that I pay an extra \$9/person for the priveledge of sitting next to my 2 year old daughter. Their recommendation, if I don't want to pay for seat upgrades, is to hope that the gate agent can accomodate our needs at the airport before the flight. This makes no sense to me. Other airlines accomodate these needs at no extra charge. I equate this to charging extra money for flying with a disability, it is unacceptable.

Notes:

Case History

CASE #: PC2018040004

Case Information:

Status: **CLOSED**Method: **I**Received: **04/02/2018**Closed: **04/02/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0020** Consumer Action Code:Airline Code: **NK**Airline Name: **SPIRIT AIRLINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **02/20/2018**Incident Date: **02/20/2018**

Flight Itinerary:

RSW>BWI FLIGHT 365

Complaint Summary:

Explanation:

I was traveling with a 3 month old. Spirit would not per-assign a seat for me because I refused to pay the "optional" fee. At the airport, I was seated in row ^{(b)(6)} and she (the 3 month old) was seated in row ^{(b)(6)} Likely a violation of the Families Flying Together Act. Don't understand how this could have happened since the fee is advertised as optional; however, families are given extra protection due to the aforementioned act. Thank you.

Notes:

Case History**CASE #: PC2018050048****Case Information:**Status: **CLOSED**Method: **I**Received: **05/08/2018**Closed: **05/08/2018**

Reopened:

Complaint Information:Complaint
Code: **GM0520**

Consumer Action Code:

Airline Code: **SA**Airline Name: **SOUTH AFRICAN
AIRWAYS**Aircraft Size: **U**

Airport Name:

Flight Type: **I**Flight Date: **03/01/2018**

Incident

Date: **03/01/2018****Flight Itinerary:**

SA 210

Complaint Summary:**Explanation:**

Good morning. The (b) (6) family (3 people, including a 1 year old boy) is writing concerning the troubles we had within our round trip from US to Maputo and Maputo to US. 1. We paid 2 times extra money to seat together as family and it did not happen and the flight was horrible since we had a baby. We tried all ways to get our rights back but, nobody was able to solve the issue. It was hard in a 20 hours + flight. 2. In our way back the same issue. We tried to have the seats we paid for but, nothing changed. We also had troubles in seating together. 3. In our way back the plane arrived later in Washington and we lost our connection to Minneapolis that was going to leave at 8:10 am. We had to wait from 8am to 5:30 pm to get the next flight. We had no diapers for our baby or clothes to change. We lost meetings afternoon in Minnesota that cost money for our family. We demand a reimbursement for all the troubles that made our flight uncomfortable including the loss of our connecting flight mentioned above. Thank you. We Sincerely, (b) (6) and (b) (6) Case Reference Number: (b) (6)

Notes:

Case History

CASE #: PC2018070073

Case Information:

Status: CLOSED	Method: I	
Received: 07/09/2018	Closed: 07/09/2018	Reopened:

Complaint Information:

Complaint Code: GM0020	Consumer Action Code:	
Airline Code: CM	Airline Name: COPA COMPANIA PANAMENA DE AVIACION	Aircraft Size: U
Airport Name:		
Flight Type: N	Flight Date: 07/08/2018	Incident Date: 07/08/2018

Flight Itinerary:

Complaint Summary:

Explanation:

To whom it may concern we are a family of 4 my kids ages are 15 and 11 . From the very beginning we were unable to travel together. We arrived at the airport early and still they would not help us I did notice other families traveling together and I even asked if they picked their seats through web check in and they said no! On the way back from Punta Cana it got even worse we were separated not only by seats but by rows! We asked the customer service again to help us we asked to speak to a manager which never came and all they told us was we had to ask other passengers to switch seats with us . I thought that was really inconvenient to the other passengers and uncomfortable for us to do. I also asked to upgrade to first class but they said the flight was over booked. I hope by filling out this complaint I get some resolution and not just get told that there is nothing that can be done. Also the staff at the check in was very rude and I felt not properly trained or prepared for this type of situation. I'm writing this complaint because I hope no other family will go through this again. I know my kids are a little older but families should not have to get separated I feel that we should have some priorities!!!

Notes:

Case History

CASE #: PC2018070161

Case Information:

Status: **CLOSED**Method: **I**Received: **07/23/2018**Closed: **07/23/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0122** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**Airport Name: **Atlanta, GA, USA Hartsfield International (ATL)**Flight Type: **D**Flight Date: **07/17/2018**Incident Date: **07/17/2018**

Flight Itinerary:

FLIGHT 1792, ATL TO SAN

Complaint Summary:

Explanation:

Below are excerpts of a complaint that I have sent to Delta. I flew with my wife and two children (ages 4 and 2) on Delta flight 1792 from Atlanta to San Diego on July 17, and want to make you aware of our extreme dissatisfaction with your service. We did not have preassigned seats, and when I went to check in for our flight on July 16 found that we had been put in four middle seats, meaning both of our young children would have to fly by themselves, with no parent able to sit next to them on the flight. I immediately tried to call Delta airlines reservations, but was told the wait time to speak with a representative would be up to an hour and thirty seven minutes. I sent an email and was told that I could expect a reply within 30 days. Unable to receive assistance in advance of the flight, I went to the service counter. I explained the situation to her, but she appeared to have access to the same seating system that I did when checking in the day before. She was not at all apologetic, said she couldn't do anything to help me, and suggested that I contact the gate agent. I asked her three times if she could convey by extreme dissatisfaction to Delta customer service. She refused, saying I could contact them directly if I wanted to. I asked if it was even legal to seat children ages two and four apart from a responsible adult, whether people sitting next to them would help them cut their food, put on their seat belts or, if necessary assist with oxygen masks, and she said she "thought" it complied with applicable federal regulations. The gate agent, (b) (6), was initially able to only give us two seats next to each other, meaning one child would still need to sit alone. By the time we were boarding, she had found another matching seat, so that each child was able to sit next to one of their parents. On the plane, we observed that a mother was also separated from her son, who could not have been older than two. Luckily, another passenger volunteered to move so that the two could sit together. I also observed two parents with an infant in a carrier seat that had been assigned three middle seats, none of which were together. The flight attendants advised them to take their seats and they would try to get them together after take-off. An entire row of three people then volunteered so that they could sit together and not have an infant by themselves for take-off. I would very much appreciate an explanation of why Delta thinks it is appropriate to separate small children from their families for flights. I understand that you are trying to increase seat revenue and want people to pay extra to receive seat assignments in advance. But as a matter of basic safety, I do not see how you can seat a child of two or four years (let alone the infant I saw on our flight) away from their parents. Reservations systems cannot be to blame, as we booked the flight together and the ages of the children were clear from the ticket.

Notes:

Case History

CASE #: PC2018080119

Case Information:

Status: **CLOSED**Method: **I**Received: **08/15/2018**Closed: **08/30/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0220** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **U**Airport Name: **Los Angeles, CA, USA Los Angeles Intl Airport (LAX)**Flight Type: **D**Flight Date: **08/12/2018**Incident Date: **08/12/2018**

Flight Itinerary:

LAX TO MCO/ 2757

Complaint Summary:

Explanation:

Several complaints actually. On 8/13/2018 My family of 4, 2kids (6 and 7yo) and husband flew 5 hours to mco and were not assigned seats together. This means if my 6 and 7yo have to sit next to a STRANGER, can't fall asleep on the shoulder next to them, and if they're scared or nervous, neither my husband nor I can console them. This is outrageous that this airline doesn't know how to appropriately assign seats and expects its passengers to go around asking other passengers to switch. Now comes the onslaught of other complaints. It's bad enough this (and a few other airlines) have the audacity to ask passengers to purchase a ticket to fly but that ticket does not come with an actual seat, you have to pay extra for that. If you want to bring more than a purse, you must pay for that as well. Airline ticket prices a no less than \$300 on average and that doesn't even come with a seat! How absurd! And if you need to cancel or change a flight, heaven forbid cancel, that costs as much as the original ticket. Imagine you need to return a shirt thats too small and being told by every store in the country "too bad, its your now. But you can buy insurance and they'll let you know if it qualifies for a true return". Give me a break. This airline has the worst customer service, is totally money hungry and needs to be stopped in its tracks. What has this industry turned into, what use to be a luxury is now a nightmare. No one is held accountable, flights get cancelled or worse delayed while sitting on the tarmac for over an hour (which I've also had the pleasure of experiencing on this airline several times). Where are the passengers rights? Who is protecting us?

Notes:

Case History

CASE #: PC2018080178

Case Information:

Status: CLOSED	Method: E	
Received: 08/28/2018	Closed: 08/28/2018	Reopened:

Complaint Information:

Complaint Code: GM0177	Consumer Action Code:	
Airline Code: UA	Airline Name: UNITED AIRLINES	Aircraft Size: N
Airport Name: Not Available (NOT)		
Flight Type: N	Flight Date:	Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

If a group of passengers are booked under the same confirmed & paid for reservation and are sitting together in consecutive seats (ie all the same row) and the airline changes those seats for any reason the passengers should still be seated together in the same structure (same row). We were on United flight and 24 hours before we left United claimed the reservation system went down and our reserved seats were lost. They changed all 4 of our seats to various middle seat throughout the plane. We called and were told we could only be accommodated at the airport. We all know this means too bad for us. We could however pay a \$78 upgrade fee per seat and be seated together. We paid the fee because we were uncomfortable having our 10 & 13 year old daughters sitting many rows away & apart from us & each other. Yes, we complained to no real resolution.

Notes:

Case History

CASE #: PC2018090023

Case Information:

Status: **CLOSED**Method: **I**Received: **09/05/2018**Closed: **09/28/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0320** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **09/03/2018**Incident Date: **09/03/2018**

Flight Itinerary:

SLC TO ATL DL0147

Complaint Summary:

Explanation:

Delta blatantly discriminated against families. We purchased a basic economy as two parents and a two year old toddler. Delta put both parents in different middle aisle seats and our two year old (b) (6) rows behind us!!!! The gate agent told us nothing could be done and to board last to see if anything could be done at the end. We ended up being out at the very (b) (6) of the plane. Delta should stop discriminating against families! They knew our daughter was two years old and still put her (b) (6) rows behind seperated parents. We had a connecting flight as well, which is even more difficult with a two year old. Please stop the discrimination!!!! Delta made us feel like the modern day Rosa Parks by sending us to the back of the plane for being a family.

Notes:

Case History**CASE #: PC2018090115****Case Information:**

Status: **CLOSED** Method: **I**
Received: **09/17/2018** Closed: **09/17/2018** Reopened:

Complaint Information:

Complaint Code: **GM0877** Consumer Action Code:
Airline Code: **OTHER** Airline Name: **OTHER** Aircraft Size: **U**
Airport Name: **Not Available (NOT)**
Flight Type: **N** Flight Date: **09/13/2018** Incident Date: **09/13/2018**

Flight Itinerary:

N/A

Complaint Summary:**Explanation:**

Sir/Madam I read an article today (9/13/18) in the Wall Street Journal, "More Separation Anxiety in the Air" with distress. The article discusses the nature of airlines to actively separate parents from young children unless the parents pay a premium pricing for reserving seats. The article quoted the DOT as saying "issuing a policy was not appropriate at this time" based upon the low number of complaints. Really? Is this how the DOT makes policy? By the number of complaints and not by what is appropriate or even basic common sense? I have over 4 million miles accumulated domestic travel. As a parent of 6 children, and a frequent flyer, neither the parents or non- related passengers are benefited by young children seated alone. Please consider this a "complaint", if that is the necessary standard for implementing change, or perhaps an appeal to more basic common sense. Airlines should NOT be separating parents from young children, particularly when the premise behind such callous policy is more profit. (b) (6)

Notes:

Case History

CASE #: PC2018090124

Case Information:

Status: **CLOSED**Method: **I**Received: **09/18/2018**Closed: **09/18/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0123**

Consumer Action Code:

Airline Code: **LH**Airline Name: **LUFTHANSA**Aircraft Size: **U**

Airport Name:

Flight Type: **I**Flight Date: **09/15/2018**Incident Date: **09/15/2018**

Flight Itinerary:

MUNICH/CHICAGO LH0434

Complaint Summary:

Explanation:

We purchased 4 tickets for 2 adults and 2 toddlers (1 year old and 3 year old). Airline seated 2 toddlers away from the parents (see attached boarding passes) as a consequence we were not able to use the seats as we had to hold babies. Additionally the airline refused to check in stroller at the gate, thus we had to carry the babies during switching planes in Munich and all the way thru immigration in Chicago. Airline also damaged one luggage.

Notes:

Case History

CASE #: PC2018090142

Case Information:

Status: **CLOSED**Method: **I**Received: **09/22/2018**Closed: **09/22/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0220**

Consumer Action Code:

Airline Code: **LH**Airline Name: **LUFTHANSA**Aircraft Size: **U**Airport Name: **San Francisco, CA, USA San Francisco Intl Airport (SFO)**Flight Type: **I**Flight Date: **07/19/2018**Incident Date: **07/19/2018**

Flight Itinerary:

SFO TO MUC, FLIGHT 459

Complaint Summary:

Explanation:

Lufthansa would not allow me to choose seats when I booked my flight, and when I checked in, they would not book me next to my young children; the youngest is only four! I was expected to pay extra to secure a seat, which seems to me to be discriminating against families. It was too late to do anything about it so I had to rely on the kindness of fellow passengers so I could sit next to my child. This seems ludicrous on a long international flight. I am submitting this one flight, but it happened on all four legs of our international trip.

Notes:

Case History**CASE #: PC2018070155****Case Information:**

Status: **OPEN** Method: **L**
 Received: **07/20/2018** Closed: Reopened:

Complaint Information:

Complaint Code: **GM0020** Consumer Action Code:
 Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **N**
 Airport Name: **Dallas/Ft Worth, TX, USA Dallas Ft Worth International (DFW)**
 Flight Type: **D** Flight Date: Incident Date:

Flight Itinerary:

DFW-HNL

Complaint Summary:**Explanation:**

Please see attached.

Notes:

Complaint Code: **GM0077** Consumer Action Code:
 Airline Code: **NK** Airline Name: **SPIRIT AIRLINES** Aircraft Size: **N**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **N** Flight Date: Incident Date:

Flight Itinerary:**Complaint Summary:****Explanation:**

Please see attached.

Notes:

Complaint Code: **GM0077** Consumer Action Code:
 Airline Code: **B6** Airline Name: **JETBLUE AIRWAYS** Aircraft Size: **N**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **N** Flight Date: Incident Date:

Flight Itinerary:**Complaint Summary:****Explanation:**

please see attached.

Notes:

Complaint Code: **GM0077** Consumer Action Code:
 Airline Code: **AS** Airline Name: **ALASKA AIRLINES** Aircraft Size: **N**
 Airport Name: **Non Applicable (NON)**
 Flight Type: **N** Flight Date: Incident Date:

Flight Itinerary:**Complaint Summary:****Explanation:**

Please see attached.

Notes:

Complaint Code: **GM0077** Consumer Action Code:
 Airline Code: **VS** Airline Name: **VIRGIN ATLANTIC AIRWAYS** Aircraft Size: **N**

Airport Name: **Non Applicable (NON)**

Flight Type: **N**

Flight Date:

Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

Please see attached for your handling.

Notes:

Complaint Code: **GM0077**

Consumer Action Code:

Airline Code: **DL**

Airline Name: **DELTA AIR LINES**

Aircraft Size: **N**

Airport Name: **Non Applicable (NON)**

Flight Type: **N**

Flight Date:

Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

Please see attached.

Notes:

Complaint Code: **GM0077**

Consumer Action Code:

Airline Code: **UA**

Airline Name: **UNITED AIRLINES**

Aircraft Size: **N**

Airport Name: **Non Applicable (NON)**

Flight Type: **D**

Flight Date:

Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

Please see attached.

Notes:

Complaint Code: **GM0077**

Consumer Action Code:

Airline Code: **BA**

Airline Name: **BRITISH AIRWAYS**

Aircraft Size: **N**

Airport Name: **Not Available (NOT)**

Flight Type: **N**

Flight Date:

Incident Date:

Flight Itinerary:

Complaint Summary:

Explanation:

Please see attached.

Notes:

Case History

CASE #: PC2018090059

Case Information:

Status: **CLOSED**Method: **I**Received: **09/07/2018**Closed: **09/07/2018**

Reopened:

Complaint Information:

Complaint Code: **GM0321** Consumer Action Code:Airline Code: **KE** Airline Name: **KOREAN AIR LINES** Aircraft Size: **U**Airport Name: **Seattle, WA, USA Seattle Tacoma Intl Airport (SEA)**Flight Type: **I**Flight Date: **10/04/2018**Incident Date: **10/04/2018**

Flight Itinerary:

PDX TO SEA TO ICN TO BKK (ROUND TRIP RETURNING 11-03-2018)

Complaint Summary:

Explanation:

My wife and I are traveling with our 3 year old son from Portland, Oregon to Bangkok, Thailand. In the past we have always been able to sit together as a family. We booked our flights using point accumulated through Chase Ultimate Rewards. During the purchase, we were offered a seat selection where we selected seats all together. Afterward we noticed two legs of our flight, from SEA to ICN and ICN to BKK had lost the seat selection. I called Chase, Delta and Korean Airlines to explain we are traveling with a 3 year old son and need to sit together, but they were not able to accommodate our request due to the lower fare class. I thought it was rather disturbing that we had no way to guarantee we would sit with our son and there must be a law or regulation and found there was a recent law passed and effective July lady year. Korean Airlines told me they are not based out of USA so they do not follow the laws in USA, but our flight departs from USA so I don't think they knew what they were saying to be true. Delta told me they would allow us to reserve seats if we were flying a Delta flight, but Korean Airlines is a Partner, so it's up to them. I'd like to file a complaint and get a resolution before we leave October 4, 2018.

Notes:

Case History**CASE #: PC2018090188****Case Information:**

Status: **OPEN** Method: **I**
Received: **09/28/2018** Closed: Reopened:

Complaint Information:

Complaint Code: **GM0120** Consumer Action Code:
Airline Code: **DY** Airline Name: **NORWEGIAN AIR SHUTTLE** Aircraft Size: **U**
Airport Name:
Flight Type: **I** Flight Date: **06/30/2018** Incident Date: **06/30/2018**

Flight Itinerary:

DY7060 ORLANDO TO PARIS

Complaint Summary:**Explanation:**

Please review you the attached files.

Notes:

Case History**CASE #: DD2018070022****Case Information:**Status: **CLOSED**Method: **I**Received: **07/03/2018**Closed: **07/03/2018**

Reopened:

Complaint Information:Complaint Code: **GM0020** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **06/18/2018**Incident Date: **06/18/2018****Flight Itinerary:**

PHL TO DTW ONE WAY

Complaint Summary:**Explanation:**

Was transporting my 6 year old nephew to MI from PA to visit family. When I asked Delta staff to change our seats so we were setting together (per federal law) they refused. Said because I had purchased 'economy' tickets they wouldn't put us together. We were not even in the same ROW on the plane. I believe this put my nephew in danger of possible harm (physical and sexual) because they refused to change our seats. My understanding is that minors are to be accommodated. Repeated my request and stated it was a federal law and they still refused to change our seats. He sat in front of me with two men on either side that I did not know! Can I do something about this (beside never flying Delta again)? Thanks for your prompt response.

Notes:

Case History**CASE #: PC2018080107****Case Information:**

Status: **CLOSED** Method: **I**
Received: **08/14/2018** Closed: **08/14/2018** Reopened:

Complaint Information:

Complaint Code: **GC0320** Consumer Action Code:
Airline Code: **SV** Airline Name: **SAUDI ARABIAN AIRLINES** Aircraft Size: **U**
Airport Name:
Flight Type: **I** Flight Date: **07/04/2018** Incident Date: **07/04/2018**

Flight Itinerary:

WASHINGTON DC - REYAD - CAIRO

Complaint Summary:**Explanation:**

On July 4th, I took a flight from Washington DC to Cairo Egypt. On my second connecting flight (Reyad to Cairo), I was surprised that my family seats are changed and I was split into two groups of seats very very far from each other (one in the middle of the plane and one in the last row!) When I contacted the flight attendant, she called the responsible employee who was rude and just told me why you didn't review your ticket in DC!!!! and offered no help. I spend a stressful flight with my family split in the flight although my seats were confirmed My Flight details: 4th of July from DC to Cairo Booking reference (b) (6) 2 x Adults 3 x Children

Notes:

Case History**CASE #: DD2018080015****Case Information:**Status: **CLOSED**Method: **I**Received: **08/06/2018**Closed: **08/06/2018**

Reopened:

Complaint Information:Complaint Code: **DI1200** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **U**Airport Name: **Non Applicable (NON)**Flight Type: **D**Flight Date: **08/15/2018**Incident Date: **08/15/2018****Flight Itinerary:**

EWR/PBI 1428

Complaint Summary:**Explanation:**

Bought a basic economy ticket for my two small children and me. I was told that if I want to sit together with my small children 3 yrs old and 6 yrs old, I will have to pay extra. Outrageous and against the family together act. What are you doing about this because it is getting worst.

Notes:

Case History

CASE #: EV2017090010

Case Information:

Status: **CLOSED**Method: **I**Received: **09/12/2017**Closed: **12/18/2017**

Reopened:

Complaint Information:

Complaint Code: **OB0332** Consumer Action Code:Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**Airport Name: **Miami, FL, USA Miami International Airport (MIA)**Flight Type: **D**Flight Date: **09/03/2017**Incident Date: **09/03/2017**

Flight Itinerary:

MIA TO DCA FLIGHT# AA 2461

Complaint Summary:

Explanation:

After my family and I checked in with our boarding passes (which I can prove) with assigned seats, and by the time we got to our gate (E7) our seats had been canceled and given to other passengers without our consent. The AA employee at the gate (b) (6) gave us no explanation as to why this happened and was extremely uncourteous. She not only gave us different inferior seats dispersing us into 3 different rows without an apology, she then went ahead and vindictively insisted I check my carry-on even though it fit perfectly into the measuring compartment. I showed her that it fit both vertically and horizontally yet she said that it didn't fit and insisted I check it in. This was obviously a case of discrimination. I was outraged and felt that this AA employee was abusing her power to punish me for not being happy about losing my family's seats. I am a frequent flyer with American Airlines and have never been treated this way before. This is why I am filing this complaint officially to help ensure that this kind of behavior is reprimanded. Discrimination is a serious matter and I am definitely looking into filing a lawsuit against AA and specifically, the employee named "(b) (6)" since none of what my family and I endured was warranted or triggered by us. As a country, we are better than that and we should never allow this kind of behavior otherwise we will have much bigger problems to deal with. I urge you to take this complaint seriously since it is coming from someone who never complains and is very reasonable however I cannot stand idly by and let this type of discriminatory behavior go unpunished. Thank you for your time.

Notes:

Case History**CASE #: GG2017090202****Case Information:**Status: **CLOSED**Method: **T**Received: **09/26/2017**Closed: **10/04/2017**

Reopened:

Complaint Information:Complaint Code: **DA0000**

Consumer Action Code:

Airline Code: **UA**Airline Name: **UNITED AIRLINES**Aircraft Size: **N**Airport Name: **San Juan, PR, USA Luis Munoz Marin International (SJU)**Flight Type: **D**Flight Date: **09/28/2017**

Incident Date:

Flight Itinerary:

SJU-MSY

Complaint Summary:**Explanation:**

From: (b) (6) [mailto:(b) (6)@lcmchealth.org] Sent: Monday, September 25, 2017 9:54 AM To: (b) (6) (OST) Subject: (b) (6) Good morning Sir On September 22nd after contacting my family who are living in Puerto Rico after Hurricane Maria, I purchase 5 airfares for Wednesday September 27th on United Airline Flight 668 And Flight 898 from San Juan, Puerto Rico to New Orleans, Louisiana with one stop at Houston. Each one way flight cost \$189.00 total, with taxes and fees of \$130.40 and we pay extra \$79.00 per seat for a Economy Plus Seat. Hours later the prices for tickets from SJU to MSY increased to \$1,000 - \$8,300 one way. Yesterday, September 24th I receive an email informing that our flight have been cancelled that we needed to rebook flights. When I called consumer services they informed me in fact the flight was cancelled and there was no available flight for my family until October 1st because all flights were sold out or overbooked. However, while on the phone with them I was able to reserve 5 seats on United airlines at a price of \$1,164.00 each one way. When I asked the customer service representative they informed me they were not able to accommodate my family on those available seats because of the class of service. They have moved my reservation to October 1st Flight UA841 but my family's seats are not assigned and they may be cancelled again. Online you can see seats are still being sold at the \$1,160 rate, and I am not sure how they can get away with canceling customer who pay less to increase the airlines profit. Puerto Rico has been devastated by a hurricane, there is no power, no water supply, no gas. Residents are desperate to leave and the airlines are taking advantaged. I have attached a picture also of a one way first class seat being sold by United Airlines for September 28 at a price of \$8,325.00. Thank you for your time. Sincerely, (b) (6)

Notes:

Case History**CASE #: ML2017080105****Case Information:**Status: **CLOSED**Method: **I**Received: **08/23/2017**Closed: **08/23/2017**

Reopened:

Complaint Information:Complaint Code: **AA0621** Consumer Action Code:Airline Code: **BA** Airline Name: **BRITISH AIRWAYS** Aircraft Size: **C**Airport Name: **Non Applicable (NON)**Flight Type: **I**Flight Date: **07/14/2017**Incident Date: **07/14/2017****Flight Itinerary:**

BWI TO LHR/BA 0228 REF # (b) (6) AND IAD TO LHR/BA0216 REF # (b) (6)

Complaint Summary:**Explanation:**

Booked Flight ref # (b) (6) BWI to LHR for my family of 4 in March 2017 for a total cost of \$5202.32. Dates were 7/14/17 returning 7/21/17. BA sent a text msg to me on 7/11/17 telling me my flight was cancelled. I called the number they sent me and spoke with a person while I searched their web-site for alternative plans that met our travel plans and existing reservations. I found an alternative the left a day earlier 7/13/17 from IAD to LHR. I told the person I was speaking with the flights and dates. They looked up the flight but he refused to put my family on that plane. He advised me I should just cancel my reservation and they would reimburse me my original fare. Then I should book the new flight myself because they wouldn't do it for me. The new flight was \$19,285.76 and it could be booked on-line. I explained this to the rep and he still refused to book the flight for me. I informed him I had non-refundable reservations in London and if I cancelled I would lose over \$20,000 on tickets, hotels and tours. He said I could book the new flight for \$19,285.76 and then file a claim for the difference. At this point I had no choice (2 days before an international trip) I booked the flight on-line and the person on the phone actually looked up my new itinerary and gave my family seat assignments and I asked again if he could reimburse me the difference in tickets since I had done nothing wrong and they cancelled on me 2 days before original departure. He said he couldn't do that? I filed a claim with BA on their web-site on 7/28/17 and their automated system emailed an acknowledgement. I have since called several times and emailed 2 additional times and BA will not engaged or respond. The facts show British Airways made a conscious decision to force a passenger to pay them \$15,000 additional so they didn't have to honor my original contract and they will not respond to a claim made 4 weeks ago.

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