

Consumer Complaints, Airlines

Available 24/7

No

Other Eligibility Criteria

No residency requirement.

Family

No

Intake Process

Phone, Letter, E-mail

Intake Contact Telephone

(855) 368-4200

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

United States Department of Transportation

<http://www.dot.gov/airconsumer>

<https://www.facebook.com/USDOT>

<https://twitter.com/USDOT>

Main

(202) 366-2220

Toll-Free

(855) 368-4200

TTY/TTD

(800) 877-8339

1200 New Jersey Avenue SE

20590 DC

United States

Monday: 8:30 am-5:30 pm

Tuesday: 8:30 am-5:30 pm

Wednesday: 8:30 am-5:30 pm

Thursday: 8:30 am-5:30 pm

Friday: 8:30 am-5:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

The Aviation Consumer Protection Division investigates and mediates consumer complaints against airlines. Accepts telephone inquiries, e-mail and written requests. To file a complaint about an airline, [Click Here](#). Or you can search all DOT web pages using DOTBOT and you can submit your question by way of Comment/Questions for National Transportation Library

Bus Line: Metrobus. Subway Stop: L'Enfant Plaza. Partially accessible to persons with disabilities.

Service Area(s)

Nationwide