

Aviation Consumer Protection Division
Carrier Code
01/01/2012 to 01/30/2018
Complaint Code Range: LN5020 - LN5221

Carrier Name	Carrier Code	Complaint Code	Airport	Case Number	Case Status	Received Date	Inquirer Type	Consumer Name	Received By
AIR FRANCE	AF	LN5220		KC2017080133	CLOSED	08/29/2017	RR	(b) (6)	Internet
							AA	(b) (6)	Internet
AMERICAN AIRLINES	AA	LN5021	Dallas/Ft Worth, TX, USA Dallas Ft Worth International	EV2016110021	CLOSED	11/16/2016	AA	(b) (6)	Internet
AMERICAN AIRLINES	AA	LN5020		EV2016110027	CLOSED	11/18/2016	AA	(b) (6)	Internet
AVIANCA	AV	LN5020		EV2017050020	CLOSED	05/23/2017	RR	(b) (6)	Telephone
							AA	(b) (6)	Telephone
CATHAY PACIFIC AIRWAYS	CX	LN5121		EV2017010004	CLOSED	01/04/2017	AA	(b) (6)	Internet
COPA COMPANIA PANAMENA DE	CM	LN5020		EV2018010007	CLOSED	12/31/2017	AA	(b) (6)	Internet
DELTA AIR LINES	DL	LN5020		EV2018010006	OPEN	12/31/2017	AA	(b) (6)	Internet
DELTA AIR LINES	DL	LN5020		EV2017060054	CLOSED	06/30/2017	AA	(b) (6)	Internet
DELTA AIR LINES	DL	LN5020		EV2017020018	CLOSED	02/15/2017	AA	(b) (6)	Internet
DELTA AIR LINES	DL	LN5020		EV2017090027	CLOSED	09/27/2017	RR	(b) (6)	Internet
							AA	(b) (6)	Internet
FRONTIER AIRLINES	F9	LN5020		KC2017080137	CLOSED	08/29/2017	AA	(b) (6)	Telephone
							AA	(b) (6)	Telephone
FRONTIER AIRLINES	F9	LN5020		EV2018010043	OPEN	01/24/2018	AA	(b) (6)	Internet
ICELANDAIR	FI	LN5021		EV2018010034	OPEN	01/17/2018	AA	(b) (6)	Internet
JETBLUE AIRWAYS	B6	LN5020		KC2017080120	OPEN	08/25/2017	AA	(b) (6)	Internet
								(b) (6)	
SPIRIT AIRLINES	NK	LN5020		EV2017070043	CLOSED	07/28/2017	AA	(b) (6)	Internet
SWISS AIR (NEW)	LX	LN5020		EV2017040035	CLOSED	04/17/2017	AA	(b) (6)	Internet
TRANS STATES AIRLINES	9N	LN5120		KC2017090002	CLOSED	08/25/2017	AA	(b) (6)	Internet
				(b) (6)				(b) (6)	t
UNITED AIRLINES	UA	LN5021		KC2017080124	CLOSED	08/25/2017	AA	(b) (6)	Internet
UNITED AIRLINES	UA	LN5020		EV2017040004	CLOSED	04/05/2017	AA	(b) (6)	Internet

Total Complaints: 20 Total Cases: 20

Opinions:0 Enforcement:0

Compliments: 0 Info Requests: 0

L. MISCELLANEOUS

LA	Complaint Record	00	NA	00	NA
LB	Reports	40	Favors merger ¹	20	By another passenger
LC	Regulations	41	Opposes merger ¹	21	By an airline employee or contractor
LD	Aircraft Problems	50	Against female adult passenger	77	Opinion
LE	Airport Problems	51	Against male adult passenger	88	Compliment
LF	CRS	52	Against child/minor passenger (under 18)	99	Request for information
LG	Frequent Flyer Program (See list of codes on next two pages)	53	Other sexual misconduct		
LH	Cargo				
LI	Personal Injury				
LJ	Contract of Carriage/Tariff Availability				
LK	Deregulation				
LL	Air Ambulance				
LM	Mergers/Acquisitions				
LN	Sexual Assault/Misconduct				
LZ	Other				

Center column codes 50, 51, 52 and 53, and right column codes 20 and 21, are only to be used with first column code LN.

¹ Center-column codes 40 and 41 are only to be used with first-column code LM.

NOTE: Complaints about airliner cabin air quality *other than* smoking should be coded as LD0077 and sent to FAA/AIR-100.

Case History

CASE #: KC2017080133

Case Information:

Status: **CLOSED**Method: **I**Received: **08/29/2017**Closed: **11/02/2017**

Reopened:

Complaint Information:

Complaint Code: **LN5220**

Consumer Action Code:

Airline Code: **AF**Airline Name: **AIR FRANCE**Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **03/26/2017**Incident Date: **03/26/2017**

Flight Itinerary:

AF10 PARIS TO JFK

Complaint Summary:

Explanation:

Claim (b) (6) AF010 / 26MAR2017 My minor daughter was harassed by passenger next to her who was drunk from alcohol served on board. My daughter suffered from anxiety after this incident. Air France response is that they apologize but since they cannot control behaviors of other passengers they are not responsible. Stricter protocol and procedures should be enforced to avoid inappropriate behavior of passengers under alcohol influence served on flight

Notes:

Case History

CASE #: EV2016110021

Case Information:

Status: **CLOSED** Method: **I**
 Received: **11/16/2016** Closed: **08/31/2017** Reopened:

Complaint Information:

Complaint Code: **LN5021** Consumer Action Code:
 Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**
 Airport Name: **Dallas/Ft Worth, TX, USA Dallas Ft Worth International (DFW)**
 Flight Type: **D** Flight Date: **10/16/2016** Incident Date: **10/16/2016**

Flight Itinerary:

SFODFW AA591

Complaint Summary:

Explanation:

Sexual assault. See attachment.

Notes:

Complaint Code: **MU0600** Consumer Action Code:
 Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**
 Airport Name: **Dallas/Ft Worth, TX, USA Dallas Ft Worth International (DFW)**
 Flight Type: **D** Flight Date: **10/16/2016** Incident Date: **10/16/2016**

Flight Itinerary:

SFODFW AA591

Complaint Summary:

Explanation:

To Whom It May Concern: On Sunday, October 16, I traveled from San Francisco International Airport to Rapid City, SD on American Airlines flight number AA591 with a transfer in Dallas Fort Worth. The flight was delayed approximately 30 minutes making the connection extremely close. I require an aisle chair to deplane, and when it was brought on to the plane, there were two people maneuvering the chair. The gentleman in the back put the chair next to my seat and barked an order for me to stand up. I explained to him that I could not stand and would need assistance transferring. I had requested that the gentleman in the front assist by putting his hands under my arms in order for me to stand and pivot from the airplane seat to the aisle chair; however, when I raised my hands the gentleman from behind the aisle chair put his hands under my arms, and with two open hands, reached and proceeded to pinch both of my breasts. After the first pinch I screamed, and he proceeded to pinch two other times. At this point, I screamed again causing the flight attendant to respond. My assistant, who had deplaned, rushed back onto the plane and I immediately stated, "I have been sexually assaulted by the lifter and I no longer wanted to be touched by these individuals." This incident occurred on the plane at gate C37. Upon arrival at my transfer gate B6, I immediately filed a complaint with both American Airlines and the manager at the B gate prior to boarding the plane to Rapid City. Both the American Airlines gate agent and the manager for AirServ instructed me to follow up when I came back through Dallas on Thursday, October 20, 2016. On October 20, I again flew American Airlines from Rapid City to San Francisco through Dallas Fort Worth. Originally, we were scheduled to have a 2 1/2 hour layover in Dallas; however, due to delays in Rapid City, the layover was only 1 hour. When the plane arrived in Dallas from Rapid City on October 20, I informed the flight attendants that my assistant would be physically lifting me onto the aisle chair due to previous sexual misconduct by the AirServ special assistance aisle chair employees. The flight attendants initially refused to allow my assistant back onto the plane as she had gone into the jetway to assemble my power wheelchair. After having to demand that she come back on the plane, I explained to the aisle chair workers that they were not allowed to physically touch me based on an incident a few days prior. The two lifters understood and agreed; however, when I was brought to the jetway, a supervisor for the AirServ company approached me and put his hand on my shoulder. When I politely asked him not to physically touch my body, he responded, "Oh! I've never been said that

by a woman." Upon reaching A33 for my flight from Dallas to San Francisco, I went to the gate agent and again followed up regarding the experience with the lift aisle chair contracting company, AirServ. I requested to speak with a customer service supervisor and that I wanted to make an official police report to file charges for sexual misconduct. The first customer service manager was flustered by the situation and indicated she did not know how to proceed. Ten minutes later Supervisor (b) (6) arrived, took the information, confirmed that documentation was logged related to the incident occurring on October 16th, at Dallas Fort Worth Airport. (b) (6) notified the airport police, who were unfortunately were unable to take a police report prior to boarding the plane.

Notes:

Case History

CASE #: EV2016110027

Case Information:

Status: **CLOSED** Method: **I**
 Received: **11/18/2016** Closed: **04/20/2017** Reopened:

Complaint Information:

Complaint Code: **MT0900** Consumer Action Code:
 Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **C**
 Airport Name:
 Flight Type: **D** Flight Date: **09/18/2016** Incident Date: **09/18/2016**

Flight Itinerary:

FROM MIAMI TO SAN FRANCISCO FLIGHT NO. 167

Complaint Summary:**Explanation:**

I suffer from the medical conditions termed Dyspnea, Peripheral vascular disease, pulmonary embolus and heart attack. Due to my health conditions I require to get up many times during flights. For this reason I always request an aisle seat but American Airlines refused to allow me to sit in the aisle on this particular flight. I expressed my concerns to one of the female flight attendants and she ridiculed me and sarcastically mentioned that she was very ill herself after having recent surgery and denied my request. I was sitting between two males. The male seating on the aisle seat in row 12 became very upset because I had to get up and leave my seat frequently. He began to sexually harass me by pushing and rubbing his arm against my body. He also purposefully put his buttocks over the arm rest and pressed them against my body repeatedly. I was very upset and crying when I left my seat to speak to the male flight attendant about the situation. He had that passenger switch seats with the passenger that sat at the window seat in the same row 12 instead of moving him to another seat in the plane. This man continued to sexually assault me now on the other side of my body in the same fashion, in addition he intentionally passed gas throughout the trip and it smelled bad and my condition Dyspnea worsened. After I returned home I went into Emergency for this condition. In addition, after moving the passenger to the window seat the male flight attendant saw the passenger assaulting me as he came down the aisle and did nothing. I am emotionally traumatized by this and have needed psychiatric help. Therefore I am formally submitting a sexual harassment complaint against American Airlines that happened on September 18, 2016 on flight number 167 leaving Miami, Florida and arriving in San Francisco, California. I have trip and medical documentation to support my allegation if you require this information. I was sexually assaulted in your flight and I expect compensation. I want a complete refund for that air travel.

Notes:

Complaint Code: **LN5020** Consumer Action Code:
 Airline Code: **AA** Airline Name: **AMERICAN AIRLINES** Aircraft Size: **N**
 Airport Name:
 Flight Type: **D** Flight Date: Incident Date:

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

Complaint code changed from GI0520 to LN5020 per new coding category...EV

Case History

CASE #: EV2017050020

Case Information:

Status: **CLOSED**Method: **T**Received: **05/23/2017**Closed: **07/05/2017**

Reopened:

Complaint Information:

Complaint Code: **LN5020**

Consumer Action Code:

Airline Code: **AV**Airline Name: **AVIANCA**Aircraft Size: **C**

Airport Name:

Flight Type: **I**Flight Date: **05/21/2017**Incident Date: **05/21/2017**

Flight Itinerary:

LAXGUA Flt 641

Complaint Summary:

Explanation:

Avianca Airlines FLT 641 5/21 LAX-GUA. Direct flight, daughter was in seat 21D.. She fell asleep and woke up with the pax sitting next to her grinding her body, and was on top of her. She ran to the back of the plane and noticed her blouse was open. The airline moved my daughter to another seat, but didn't do anything further about this. Upon arrival the police did not meet the plane.

Notes:

Case History

CASE #: EV2017010004

Case Information:

Status: **CLOSED**Method: **I**Received: **01/04/2017**Closed: **03/08/2017**

Reopened:

Complaint Information:

Complaint
Code: **LN5121**

Consumer Action Code:

Airline Code: **CX**Airline Name: **CATHAY PACIFIC
AIRWAYS**Aircraft Size: **U**

Airport Name:

Flight Type: **N**Flight Date: **08/31/2016**

Incident

Date: **08/31/2016**

Flight Itinerary:

CX889 JFK TO YVR

Complaint Summary:

Explanation:

I am writing in regards to my horrific experience on flight CX889 on August 31, 2016 from JFK to YVR. As I was sleeping during the flight, I was awoken by the flight attendant putting his hand under my blanket with his hands on my private parts. I made it very clear to the attendant that this was unacceptable and he claimed that the seatbelt sign was turned on and he was trying to put my seatbelt on while I was sleeping. While I do not know what the motive or intent of the attendant was, it criminally violated my personal space and I remain horrified by the incident.

Notes:

Case History

CASE #: EV2018010007

Case Information:Status: **CLOSED**Method: **I**Received: **12/31/2017**Closed: **01/17/2018**

Reopened:

Complaint Information:Complaint
Code: **LN5020**

Consumer Action Code:

Airline Code: **CM**Airline Name: **COPA COMPANIA PANAMENA DE
AVIACION**Aircraft Size: **C**

Airport Name:

Flight Type: **I**Flight Date: **10/11/2017**

Incident

Date: **10/11/2017****Flight Itinerary:**

303, 472, 492, 302, 760

Complaint Summary:**Explanation:**

I was sexually assaulted on the flight 303 from LAX to Panama on Oct 11-12, 2017. Across 2 days my sexual assault happened on COPA FL 303 on Oct 11, 2017. As a result I had 3 times TRAVEL DELAYS of more than 48 hours and 3 dates of change ticket fees during the trip. I have contacted Customer Service multiple times (over 25 times) since Oct 15 to request they 1. WAIVE the fees for changing my tickets 3x, and for being delayed BY COPA and THE POLICE/DOJ in Panama and being delayed due to medical issues and medical complaints while in PERU DUE TO THE SEXUAL ASSAULT ON THEIR COPA FLIGHT 303. These Sexual Assaults have been reported to Panama DOJ and to FBI in United States. 2. GIVE ME MY E- Ticket Receipts for DATES OF TRAVEL THEY CHARGED ME FOR on : Oct 16, 2017, Oct 19, 2017 and Oct 25, 2017 for change fees. They are refusing to give me 1. waiver of change fees that are related to a SEXUAL ASSAULT and 2. proof of purchase for these 3 TRAVEL DELAY/CHANGE tickets they are charging me for due to my SEXUAL ASSAULT on their flight 303 from LAX TO PANAMA by a man they told me "they already knew he was wanted on Drug Charges in the United States when they let him on the plan to sit next to me and assault me."

Notes:

Case History

CASE #: EV2018010006

Case Information:

Status: **OPEN**Method: **I**Received: **12/31/2017**

Closed:

Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **12/29/2017**Incident Date: **12/29/2017**

Flight Itinerary:

DL2243, JFK TO SAN DIEGO

Complaint Summary:

Explanation:

I was sexually and verbally harassed on a flight last night. The passenger seated next to be in first class seat 1B (I was seat 1A) was visibly intoxicated when boarding the plane, talking loudly, cursing, etc. He was continued to be served alcohol. As the flight got underway he made multiple anti-Semitic and anti-gay comments using offensive words such as "faggot", and "queer" referring to a male flight attendant. He then told me "I have a huge penis, I bet that flight attendant would love to suck my dick". He continued with this vulgar language, continually bringing up his penis, how he was going to "fuck some whore" when we landed, and would not stop despite my request for him to leave me alone. It was at that time I asked to be moved as I felt very uncomfortable. There was no talk of moving HIM, only me. Flight attendants were able to reseat me in a middle seat in economy, despite the fact that I paid roughly \$825 to be upgraded to first class prior to the flight in addition to the ticket. They then told me they could offer me nominal vouchers, but "this is difficult because he is a diamond or platinum member". This was extremely offensive to me as it was essentially saying he is too important to reprimand, and you are not important. It was truly disgusting behavior no one should have to be subjected to, ever, but being confined to a plane with this person was unsettling and it was not handled properly. I have contacted delta for a refund. Case number: (b) (6), but I intend to take my complaints further and possibly public if it is not resolved appropriately.

Notes:

Case History

CASE #: EV2017060054

Case Information:

Status: **CLOSED** Method: **I**
 Received: **06/30/2017** Closed: **08/24/2017** Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:
 Airline Code: **DL** Airline Name: **DELTA AIR LINES** Aircraft Size: **N**
 Airport Name:
 Flight Type: **D** Flight Date: **11/16/2016** Incident Date: **11/16/2016**

Flight Itinerary:

MINNEAPOLIS TO SEATTLE FLIGHT #2237

Complaint Summary:**Explanation:****Notes:**

Complaint Code: **OB0530** Consumer Action Code:
 Airline Code: **DL** Airline Name: **DELTA AIR LINES** Aircraft Size: **U**
 Airport Name:
 Flight Type: **N** Flight Date: **11/10/2016** Incident Date: **11/10/2016**

Flight Itinerary:

MINNEAPOLIS TO SEATTLE FLIGHT #2237

Complaint Summary:**Explanation:**

I am writing The FAA asking for help to investigate this vile nightmare of racism, sexual and physical assault. I have been trying to address this on my own talking with anyone that I trusted to hear my cry. I am in need of absolute therapy that I cannot afford. I am repulsed by touch of any type after this incident. Please help me to end this miserable living nightmare. I paid for Window seat on flight. I was taken out of window seat and booked in middle seat. Another passenger came and asked for my seat I advised her that I paid for seat and asked her if she, too, paid for window seat. She advised she did not pay for window seat. I suggested she talk with flight attendant. Flight attendant came and asked me to move I repeated my position of paying for seat. Attendant responded "I don't have to take this I'm getting the captain" I ignored her. Another attendant came and the 1st attendant escalated seat concern. The captain was notified and he asked "well did she pay for seat?" The roster was checked and verified. The attendants never said another word to me only sneered at me in passing. Upon boarding the plane someone touched my derriere I looked behind me and there was a woman and man boarding with me for special accommodation. No one else was present. During the seat request from female passenger this man poked me to the point of pain. I ignored him. He then firmly placed his entire large hand directly to my face. I ignored him. I thought if I dont say something he will continue with this silent assault. I said very calmly do not touch me again. As I stood to deboard, he reached down to grab something from the backseat holder but before and or after he did this he touched my crotch. I yelled YOU NASTY BASTARD AND HIT THE OFFENDING ARM. It took a moment for my mind to register what had happened because as he touched me his head was turned to his traveling companion and his left arm was raised in the air toward her I was watching his left arm as he groped me with his right hand. The stewardess (older of the two) came and asked what happened I told her; he touched my crotch she responded "he did not". I advised her that she could not see from her position in the lavatory and she said she didn't see anything. I advised her she didnt care to see. My immediate environment began a vile group think exclaiming he didn't touch her. When the man admitted to touching me. I was violently escorted from the plane and had done no harm to anyone. This civil rights violation of being asked to give up my paid in full window seat to a white non paying customer is a clear violation of my Civil, Human and Universal Rights. It is not only vile but indicative of a historically racist mentality. In addition blaming me

for being violated is just stinking thinking. Please help me assure this is addressed to the fullest extent of the law. Thank you, (b) (6)

Notes:

Case History

CASE #: EV2017020018

Case Information:

Status: **CLOSED**Method: **I**Received: **02/15/2017**Closed: **03/21/2017**

Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **01/20/2017**Incident Date: **01/20/2017**

Flight Itinerary:

SEA TO JFK DL1997

Complaint Summary:

Explanation:

I was assaulted by a passenger on my flight. This passenger was almost removed from the flight (someone came onto the plane to remove him, a flight attendant intervened), and even though he was belligerent and appeared to be intoxicated, he was allowed to stay to 'sleep it off'. This man then, about an hour into the flight, put his hand in my lap, and after I pushed it back, grabbed me by the head and face. The flight attendant didn't know what to do, and had me switch places. Apparently no incident report was filed even though I reported it to the flight crew. I have contacted the FBI, and spoken with Delta security. Delta has been very non responsive and seemingly confused about what to do. They are ignoring me, seemingly in the hopes that I will just go away. They prioritized this man's comfort over the safety and security of the other passengers.

Notes:

Case History

CASE #: EV2017090027

Case Information:

Status: **CLOSED**Method: **I**Received: **09/27/2017**Closed: **11/01/2017**

Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:Airline Code: **DL**Airline Name: **DELTA AIR LINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **09/16/2017**Incident Date: **09/16/2017**

Flight Itinerary:

DELTA 2182 PENSACOLA, FLORIDA 5:30 PM ATLANTA, GEORGIA 7:47 PM SEAT 1D DELTA 1273 ATLA

Complaint Summary:

Explanation:

On the segment between Atlanta and Jacksonville, [REDACTED], who is Autistic and suffers from sensory issues as well, had a traumatic event on the flight with the passenger sitting next to her that was drunk, was engaging her in inappropriate conversation and reached over and grabbed her hand. She removed his hand and was terribly upset by the incident, but unfortunately due to her disability was unable to react further and call out for help. When plane was ready to land, the flight attendant noticed she was distressed and crying, but was belted in jump-seat ready to land. Upon landing he went over to her to speak with her, and they called me on her cell. He told me that he did not know that she was Autistic as this information had not been relayed to him, only that she needed a wheelchair. He stated that they had stopped serving the passenger alcohol because they saw he was inebriated, but apparently it was too late. He said he was staying with her until the gentleman left the gate and the baggage area because she was so upset and he did not want her to have to run into him. The wheelchair attendant brought her out to me and she was very upset, particularly about him grabbing her hand and being very scared. I am particularly disturbed because when I booked her flight I specifically booked it first class, first row, and wheelchair assist to make sure she was supervised enough to manage the transfer of gates in Atlanta. I filled out the form on line for the passenger information and a special form they have for dealing with special circumstances where I clearly put that she was Autistic. (b) had been evacuated from Jacksonville where she attends school to Pensacola to be with friends during Hurricane Irma, where my family was stuck in the midst of it, and she was being flown back to Jacksonville where I was meeting her to pick her up. Never did I imagine this could happen. Moreover, nobody from Delta took the time to file an incident report, or call me, or find out what happened. If this gentleman was inebriated, he should have been detained, especially after this incident. (b) (6) has flown many times, and in her later teen years to camp with Jet Blue who has a very well established passenger awareness program for individuals with developmental disabilities. It goes beyond saying that this should not happen to the most vulnerable of passengers, but also should not happen to ANY passenger. In the confines of an airplane, passengers are limited to what they can and cannot do and expect a certain level of oversight from flight attendants and particularly in first class, where the ratio is much less. This kind of behavior cannot be acceptable to any airline.

Notes:

Case History

CASE #: KC2017080137

Case Information:

Status: **CLOSED**Method: **T**Received: **08/29/2017**Closed: **08/29/2017**

Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:Airline Code: **F9**Airline Name: **FRONTIER AIRLINES** Aircraft Size: **N**

Airport Name:

Flight Type: **D**Flight Date: **08/29/2017**Incident Date: **08/29/2017**

Flight Itinerary:

LAS VEGAS- DENVER, COLORADO/F9 776

Complaint Summary:

Explanation:

My daughter, (b) (6), was assaulted physically and racially attacked verbally by a passenger in row 19 named (b) (6) whom pushed her and called her racial slurs for approximately 3 minutes in front of several passengers in the back of the plane during arrival in the Denver, CO airport with no flight attendants in site or around to deescalate the situation. The passenger was with a woman who yelled (b) (6) "Stop", that's why we know his name. My daughter is a young female, 28 yrs old attacked by an older male who pushed and spoke to her in a racially degrading way, "You poor girl you have no clue for life you are a sad part of life girl", and was left unsecure by Frontier and their staff of whom stated there was suppose to have a flight attendant at the back of the plane. Please help me and guide us on how to press criminal charges against the passenger and airline. My daughter has been emotionally crying hysterically ever since this occurred.

Notes:

Case History

CASE #: EV2018010043

Case Information:

Status: **OPEN** Method: **I**
 Received: **01/24/2018** Closed: Reopened:

Complaint Information:

Complaint Code: **GI0520** Consumer Action Code:
 Airline Code: **F9** Airline Name: **FRONTIER AIRLINES** Aircraft Size: **C**
 Airport Name:
 Flight Type: **D** Flight Date: **01/20/2018** Incident Date: **01/20/2018**

Flight Itinerary:

DCA TO DEN FLIGHT #547

Complaint Summary:

Explanation:

On my recent trip from DCA to DEN I sat beside two men that became very intoxicated. Each man drank 4 Gin & Tonics. They were loud, used coarse language and one of the men bragged about sleeping with one a flight attendant from a previous Frontier flight and called her by name to the crew. The man beside me in 1B, (b) (5), grabbed my upper thigh to "help" me put my seat belt on! I was very uncomfortable with him touching me. My biggest concern was he told me he was driving to Vail CO that night and he was drinking very heavy! The flight attendants never cut him off - in fact his last drink was given to him as we were descending into DIA. The flight attendants were unprofessional and were flirting with both men and never asked either of them to control their behavior. Again, both men were very intoxicated! Very disappointed in this crew!

Notes:

Complaint Code: **LN5020** Consumer Action Code:
 Airline Code: **F9** Airline Name: **FRONTIER AIRLINES** Aircraft Size: **C**
 Airport Name:
 Flight Type: **D** Flight Date: **01/20/2018** Incident Date: **01/20/2018**

Flight Itinerary:

DCADEN

Complaint Summary:

Explanation:

On my recent trip from DCA to DEN I sat beside two men that became very intoxicated. Each man drank 4 Gin & Tonics. They were loud, used coarse language and one of the men bragged about sleeping with one a flight attendant from a previous Frontier flight and called her by name to the crew. The man beside me in 1B, (b) (6), grabbed my upper thigh to "help" me put my seat belt on! I was very uncomfortable with him touching me. My biggest concern was he told me he was driving to Vail CO that night and he was drinking very heavy! The flight attendants never cut him off - in fact his last drink was given to him as we were descending into DIA. The flight attendants were unprofessional and were flirting with both men and never asked either of them to control their behavior. Again, both men were very intoxicated! Very disappointed in this crew

Notes:

Case History

CASE #: EV2018010034

Case Information:

Status: **OPEN** Method: **I**
 Received: **01/17/2018** Closed: Reopened:

Complaint Information:

Complaint Code: **LN5021** Consumer Action Code:
 Airline Code: **FI** Airline Name: **ICELANDAIR** Aircraft Size: **C**
 Airport Name:
 Flight Type: **I** Flight Date: **01/08/2018** Incident Date: **01/08/2018**

Flight Itinerary:

REYKJAVIK-JFK, ICELANDAIR 615

Complaint Summary:

Explanation:

I filed a complaint with Icelandair on 01/08/2018 due to an incident that happened on air, I reported it to the cabin supervisor and also to Icelandair directly but I was just notified by Icelandair today, 01/12/18 that no actions would be taken and investigation is closed. I was inappropriately touched by the male flight attendant onboard when traveling from Reykjavik to JFK on 01/08/18. This flight attendant, (b) (6) first of all, kept staring at me from the beginning and then anytime he would address me, he would touch me on shoulder or the arm! And, when he brought my salad over, he started moving my blanket off my body to retrieve the tray from the armrest, and knocking off my juice, spilling everywhere on my body, blanket and seat! He never said, excuse me, I felt so violated that, he touched me again without even saying excuse me! I didn't even eat the salad, sent it back! And, then 15 minutes later, he comes back to my seat and overreaching my seat to retrieve the menu off the floor, his body pressed onto my knees! And, I told him, "excuse me, you can't do this, you got to say excuse me, and let me pick it up for you." And, I did, but there was another page on the floor, he went to pick up again, his body pressed into my knees and lap and again, I told him to stop and he didn't!! I felt extremely violated and vulnerable! I complained to Icelandair through Twitter and then spoke to the on board manager, (b) (6) but she completely dismissed it, but instead brings him over when I clearly, had told her how uncomfortable I felt in his presence! I didn't speak to him at all, and then afterward she tells me "he is not interested in you, he is interested in men." That was so completely unprofessional, (b) (6) victimized me all over again by bringing him over and making me feel so uncomfortable! (b) (6) and (b) (6) were the only two flight attendants serving the business class and when plane was delayed they offered meat/fish sandwiches when I am vegan and I supposed to get salad, instead (b) (6) had (b) (6) give my salad to someone else and when I had already asked her the second time! And, I had to ask third time from the flight attendants from the economy class to get salad, when the salad was brought to me, (b) (6) was very rude! And, (b) (6) never served me dinner either! Everyone had already eaten their dinner when I requested someone to get me some vegan salad as they didn't have many vegan options! I had to ask again, and this time (b) (6) brings but he found the another opportunity to inappropriately touch me again and spill juice on me, my seat and blanket! It was such a horrendous experience and now Icelandair has concluded no actions will be taken based on their investigation, which is disgusting! This is so unprofessional and (b) (6) is still working for Icelandair and no disciplinary were taken against (b) (6) I feel completely violated by this airline!

Notes:

Case History

CASE #: KC2017080120

Case Information:

Status: **OPEN**Method: **I**Received: **08/25/2017**

Closed:

Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:Airline Code: **B6**Airline Name: **JETBLUE AIRWAYS** Aircraft Size: **U**

Airport Name:

Flight Type: **D**Flight Date: **08/10/2017**Incident Date: **08/10/2017**

Flight Itinerary:

BOSTON-SAN DIEGO

Complaint Summary:

Explanation:

I was repeatedly harassed, verbally assaulted and threatened by a drunken and aggressive fellow passenger. During the flight the attendants were all in the back of the plane, I was in row 1 and had to run to the back to get their attention. On landing I asked them for help and call 911 but they refused to assist. Ground crew was more helpful but claimed police was not available (at 2am). Next day JetBlue supervisor actually suggested this was my problem. Learned later that crew filed an incident report (but at time of incident they would not help me). JetBlue has repeatedly promised to be in touch with me but so far only form letters. I understand there should have been at all times at least one crew member in front galley, next to cockpit door.

Notes:

Case History

CASE #: EV2017070043

Case Information:

Status: **CLOSED**Method: **I**Received: **07/28/2017**Closed: **08/04/2017**

Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:Airline Code: **NK**Airline Name: **SPIRIT AIRLINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **08/02/2016**Incident Date: **08/02/2016**

Flight Itinerary:

FLIGHT 356 LEAVING LASVEGAS, NV. TO CHICAGO, IL.

Complaint Summary:

Explanation:

The male passenger in the seat behind me, 28F Reservation # (b) (6), kept putting his hand between the seat and window feeling on my body and trying to touch and grab my breast. The man was about 50 years of age, maybe 5'11 or shorter, caucasian not sure ethnicity maybe asian or indian. I alerted an flight attendant on the flight and I also reported it to an agent at the spirit ticket counter when we landed. On August 4, 2016 I notified Spirit Airlines what happened to me on flight 356, (b) (6) with Customer Support and (b) (6) with Spirit Support of Spirit Airlines. Spirit Airlines are response to me was I should have changed me seat. Spirit Airlines refuses to or does not plan on taking no action against this passenger for sexually harassing me on the plane. I requested his name several times to give to the authorities myself but they are protecting him, is it because he is a white/caucasian man and I am a black woman. I have not taken another flight on any airline since this incident and thanks to a co-worker who investigated the issue informed me that incidents like this have happened before on other airlines and action was taken against those passengers but no in my case. I feel that because of my race(Black African- American) and sex (female) Spirit Airlines feels that it was okay for that passenger in seat 28F to do that to me and because I did not ask to move my seat, that it was my fault for being sexually harassed on flight 356. I want this issue/incident investigated immediately please and action taken against Spirit Airlines for the Race and Sex Discrimination shown to me in their refusing to take actions with the proper authorities against the male passenger in seat 28F Reservation # (b) (6) on flight 356. I recently followed up with Spirit Airlines on July 16, 2017 to see what actions were taken against that passenger and their response remains the same, I should have asked to move my seat (so it is my fault that this happened too me).

Notes:

Case History

CASE #: EV2017040035

Case Information:

Status: **CLOSED**Method: **I**Received: **04/17/2017**Closed: **04/19/2017**

Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:Airline Code: **LX**Airline Name: **SWISS AIR (NEW)** Aircraft Size: **C**

Airport Name:

Flight Type: **I**Flight Date: **03/09/2017**Incident Date: **03/09/2017**

Flight Itinerary:

DENVER TO CHICAGO TO ZURICH LX9

Complaint Summary:

Explanation:

I was attacked and molested on Swiss Air in Economy class. A large man was sitting next to me, and when I fell asleep, I woke up with his hands in my sweater feeling, grabbing and needing my breasts and belly. I slapped his hands away and said no. I fell asleep again. I woke to him chewing on my neck and kissing me, hands trying to get under my shirt. The flight attendants did not offer any help and could not reseat me as the flight was full. I was terrified and traumatized by this. I fly for work a lot and am now very afraid to fly alone. Swiss Air still has not commented to me other than to verify my address. I feel cast aside and abandoned by them, frustrated and angry.

Notes:

Case History

CASE #: KC2017090002

Case Information:

Status: **CLOSED** Method: **I**
 Received: **08/25/2017** Closed: **09/01/2017** Reopened:

Complaint Information:

Complaint Code: **LN5120** Consumer Action Code:
 Airline Code: **9N** Airline Name: **TRANS STATES AIRLINES** Aircraft Size: **U**
 Airport Name:
 Flight Type: **D** Flight Date: **07/26/2017** Incident Date: **07/26/2017**

Flight Itinerary:

4646

Complaint Summary:**Explanation:**

Before boarding the airplane, I was called a terrorist by a person on the same flight as me, this occurred in front of many people. I was told to not blow up the plane and I was embarrassed by these insults. However, the real problems were created when I was boarding the plane, as I put my baggage in the over head compartment bin with the help of united pilot the man said watch for this bag and he pulled my pants down in front of everyone on the plane, I told him to stop and leave me alone, this disgusting act was witnessed by many people on the plane, during the flight I fell asleep. While I was sleeping a flight attendant let the man get out of his seat, walk over to where I was sitting / sleeping and put gum on my clothe, but to make matters worse, the man drew a penis on my face while I lay sleeping. I then woke up to people laughing at me, I was humiliated and discriminated against. The man even snapchatted his harassment and abuse, in the Snapchat it appears that people can see a flight attendant allowing him to bully me rather than telling him to return to his seat. I'm leaving here that man name and Snapchat username (b) (6) , cell # (b) (6) and the Snapchat user name is: (b) (6))

Notes:

Complaint changed to 9N per UA challenge...EV

Case History

CASE #: KC2017080124

Case Information:

Status: **CLOSED** Method: **I**
 Received: **08/25/2017** Closed: **08/25/2017** Reopened:

Complaint Information:

Complaint Code: **LN5021** Consumer Action Code:
 Airline Code: **UA** Airline Name: **UNITED AIRLINES** Aircraft Size: **U**
 Airport Name:
 Flight Type: **D** Flight Date: **08/24/2017** Incident Date: **08/24/2017**

Flight Itinerary:

UA 737

Complaint Summary:

Explanation:

I was harassed by United Airlines & am seeking recourse. I am million mile flyer with them & not an obnoxious 1. I am an experienced traveler who knows how to be courteous to others while traveling & has NEVER filed a complaint. I had boarded & put my luggage up making sure the bin could close. I was thrilled to be on an earlier flight so quite happy. I know if my luggage fits in a bin or not & am courteous enough to always put it in lengthwise in order to give others room. I always check to make sure the bin closes as sometimes I have to reverse it with the wheels out. (b) (6) – a flight attendant whose last name I could not get – came & screeched at me that the bin will not close & I have to turn my bag. I did not complain but simply tried to get up & turn it around. Before I could she slapped it with her hand to turn it sideways & pushed it back lengthwise. I said at least we can turn it with the wheels out so others could have more room. As I was reaching my hands up to do so. She did not acknowledge that I was actually being considerate of others but yelled why did I not do that in the first place then walked away before I could say that I did not need to as the bin actually could close before. I was truly dumbfounded at how rude she was. She was so rude that for the 1st time in my 30 year business travel career I wanted to get her name and file a complaint. I took out my phone & activated the camera as I had hoped to get a picture of her name. I asked her for her name & held out my camera to take a photo. She told me photos were not allowed & PUSHED ME AWAY! She did not need to push me away as when she said photos were not allowed, I simply said give me your name which she did – while SHE shoved me away. I was shocked & told her she was the rudest attendant I have ever encountered & said I was going to file a complaint as her treatment of me was totally uncalled for. Then, (b) (6) LIED to a supervisor of operations, (b) (6), who came to my seat & instead of asking me what happened, accused me of "touching" a flight attendant which he went on to say was a federal offense & then threatened to take me off the flight if I did not state I would comply with rules. I truly cannot believe how rude this was. (b) (6) pushed me, lied to him & he did not take a second to try to get the facts. Given that I am obviously known to United & have NEVER filed a complaint against a flight attendant for being treated rudely any United staff like (b) (6) (b) (6) could easily me look up in their systems & maybe give me the courtesy of asking what happened instead of accusing me outright in the aisle and threatening me with arrest if I did not verbally state I would comply with rules. When I told him what happened yet still addressed his request that I verbally state I would comply with rules, he went ON! He could have easily tried to get the facts & not harassed me. I could not believe I was treated so rudely by an attendant & then harassed by United security because she LIED.

Notes:

Case History

CASE #: EV2017040004

Case Information:

Status: **CLOSED**Method: **I**Received: **04/05/2017**Closed: **04/24/2017**

Reopened:

Complaint Information:

Complaint Code: **LN5020** Consumer Action Code:Airline Code: **UA**Airline Name: **UNITED AIRLINES** Aircraft Size: **C**

Airport Name:

Flight Type: **D**Flight Date: **03/13/2017**Incident Date: **03/13/2017**

Flight Itinerary:

EWR TO PHX/ 1929

Complaint Summary:

Explanation:

We were on flight UA 1929 3/13/17 headed from EWR to PHX. A flight attendant escorted a severely drunk man ((b) (6)), age 64) down the aisle to the seat (38D) next to me and my daughter, age 12. Before takeoff, both FAs gave me warnings about him. He started to harass me immediately – constantly holding and kissing my hand, grabbing my knee, stroking my leg, etc. & wrote a note that he wanted me to have a "PASIONAT NITE XX". I couldn't leave the seat because I didn't trust him near my daughter. When she got up to go the bathroom, I complained to a FA and she replied, "I'm sorry. We felt really bad putting him next to you but there was nothing we could do. He was treating the other flight attendant like that too before takeoff." I had passed a note to my husband telling him about ((b) (6)), so he ended up sitting with him. ((b) (6)) then purchased 3 Jack Daniels and 1 Wine. He became belligerent and started accusing my husband and the FA of "pinching" his passport and refused to search his bag or sit down. The FA said, "You are starting to annoy me. Now sit down or if you don't, we will have to divert the plane and land and you will have to get off." He wouldn't sit until my husband found his passport in his bag. Later, he walked down the aisle to First Class where he was for a few minutes until the FCFA led him back to his seat; the FA had to repeatedly tell him to sit down before he did. He then passed out. When the plane landed, he had to be woken up by a FA and walked down the aisle where a wheelchair was waiting for him. When we got off the plane, the flight crew apologized to us. When I filed a formal complaint with United, their response was a form letter and FOUR \$100 travel certificates. (I've attached their response.) I don't want monetary reimbursement but answers and I find United's response insulting. FAA regulations prevent the boarding of an intoxicated person and selling alcohol to him. United jeopardized the safety of everyone on board. The FAs knowingly put a drunk person who had sexually harassed the FA next to me and my daughter. I feel incredibly devalued as a human. I would be happy to provide more details and information, if needed. I notified the FAA as well. Thank you for your help.

Notes: