

## Aircraft Carrier Access Act (ACAA) Complaint Form



Name:

Status (passenger, relation or friend of passenger, or witness):

Mailing Address:

Phone Number:

Email:

Flight Date:

Flight Itinerary:

If available flight ticket, flight number or boarding pass:

Name of airline company, contracted personal, or airport personal:

Description of the incident:

MORE INFORMATION ON BACK

Would you like help in filing a complaint with the US Department of Transportation or an airline? If yes, please contact Wendy Wong Staff Advocate, Disability Rights Center of the Virgin Islands, 63 Cane Carlton, Frederiksted VI 00840. Phone number: 340-772-1200. Email: [wwwong@drcvi.org](mailto:wwwong@drcvi.org).

Would you be interested in filing a complaint with the US Department of Transportation? If yes, mail complaints to: U.S. Department of Transportation, Aviation Consumer Protection Division, C-75-D 1200 New Jersey Ave., SE Washington, DC 20590, or email them to: <http://airconsumer.dot.gov/escomplaint/ConsumerForm.cfm>.

Would you be interested in filing a complaint with the Customer's Relations Department of a specific airline? If yes, mail or email complaints to:

**American Airlines** mailing address: American Airlines Customer Relations, 4000 E. Sky Harbor Blvd., Phoenix, AZ 85034. Email address: <https://www.aa.com/contact/forms?topic=CR>.

**Delta Airlines** mailing address: Delta Air Lines, Inc. Customer Care, P.O. Box 20980, Department 980, Atlanta, GA 30320-2980. Email address: [https://www.delta.com/contactus/pages/comment\\_complaint/index.jsp](https://www.delta.com/contactus/pages/comment_complaint/index.jsp)

**Jetblue** email address: <https://www.jetblue.com/contact-us/email/>

**Spirit Airlines** mailing address: Spirit Airlines, 2800 Executive Way, Miramar, FL 33025. Email address: <https://customersupport.spirit.com/hc/en-us/requests/new>

**United Airlines** mailing address: United Airlines, Inc., PO Box 06649, Chicago, IL 60606-0649. Email address: <https://www.united.com/web/en-US/content/contact/customer/>