

Courtready.ca's Canada Air Passenger Complaints Report



An analysis of over 38,000 orders from the Canadian Transportation Agency's air travel complaints resolution process.

January 27, 2026



Overview and Methodology



- Courtready analyzed **38,104 air passenger complaint outcomes** handled by the Canadian Transportation Agency (CTA) between **September 2023 and September 2025**. The raw data published by the CTA is available [here](#).
- These complaints relate to (i) flight disruption, (ii) baggage, (iii) denial of boarding, (iv) refusal to transport, (v) ticket, reservation and loyalty program, and (iv) travelling minors.
- Full analysis and dashboard – Canada Air Passenger Complaints Tracker is available here: courtready.ca/canada-air-passenger-complaints-tracker.

Key Findings (Part 1)



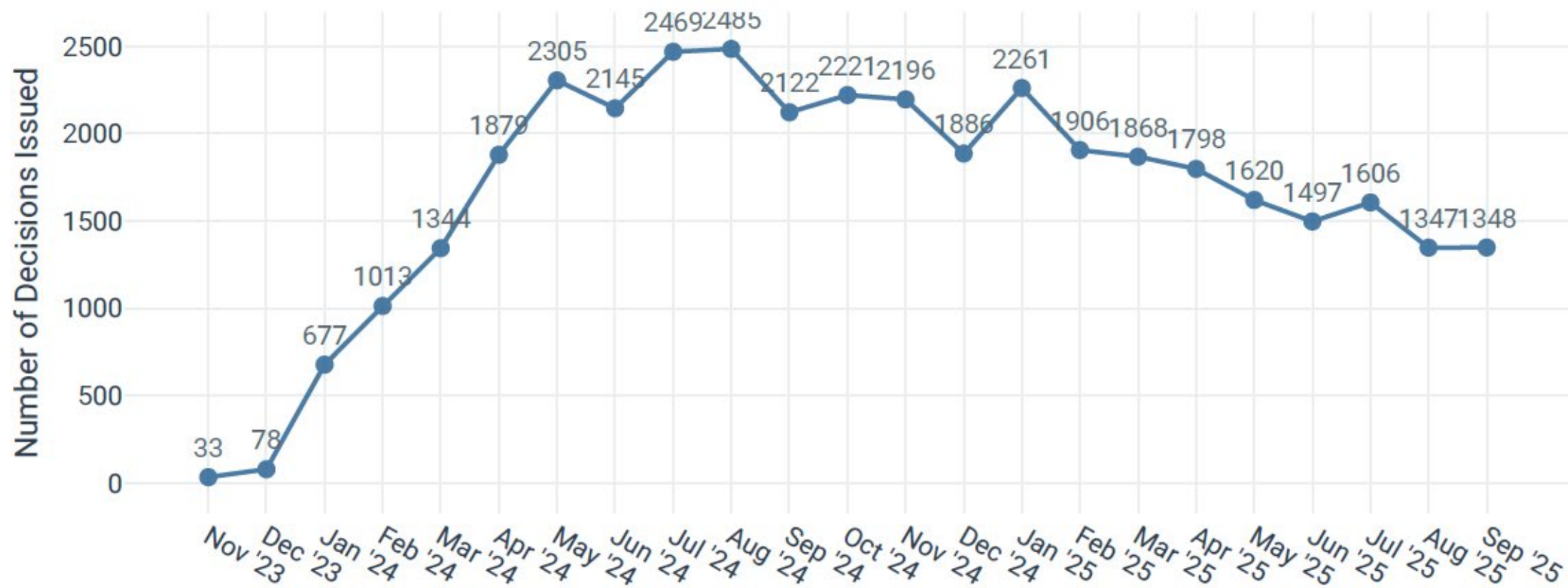
- **Fewer airline cases are being processed:** Decisions issued by the CTA have steadily declined from **7,076 in Q3 2024** to **4,301 in Q3 2025**.
- **The gap between taking off and landing a decision is growing:** In **September 2025**, the average wait time between flight date and decision date reached **987 days**, which is the highest level observed since **January 2024**. The average number of days between flight date and decision date has increased from **692 in Q3 2024 to 953 in Q3 2025**.

Key Findings (Part 2)

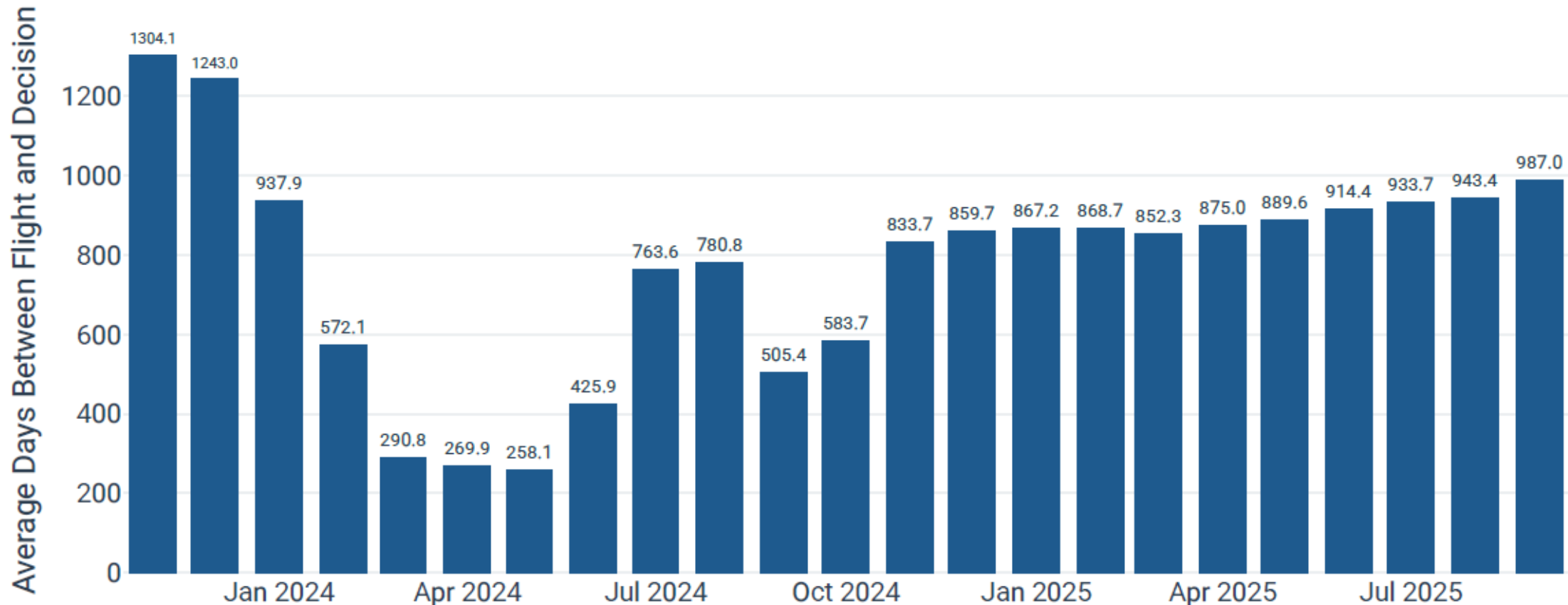


- **Air passenger complaint decisions are hitting a record low:** September 2025, the latest month with available data from the CTA, marked the second-lowest monthly volume of air passenger complaint decisions since March 2024: Decisions declined to **1,348**, down approximately **45%** from the August 2024 peak of 2,485.
- **Slightly over half of outcomes resulted in dismissal:** **50.3%** of passenger complaints were dismissed, **44.9%** resulted in compensation (for inconvenience or expenses), and **4.8%** resulted in a refund.

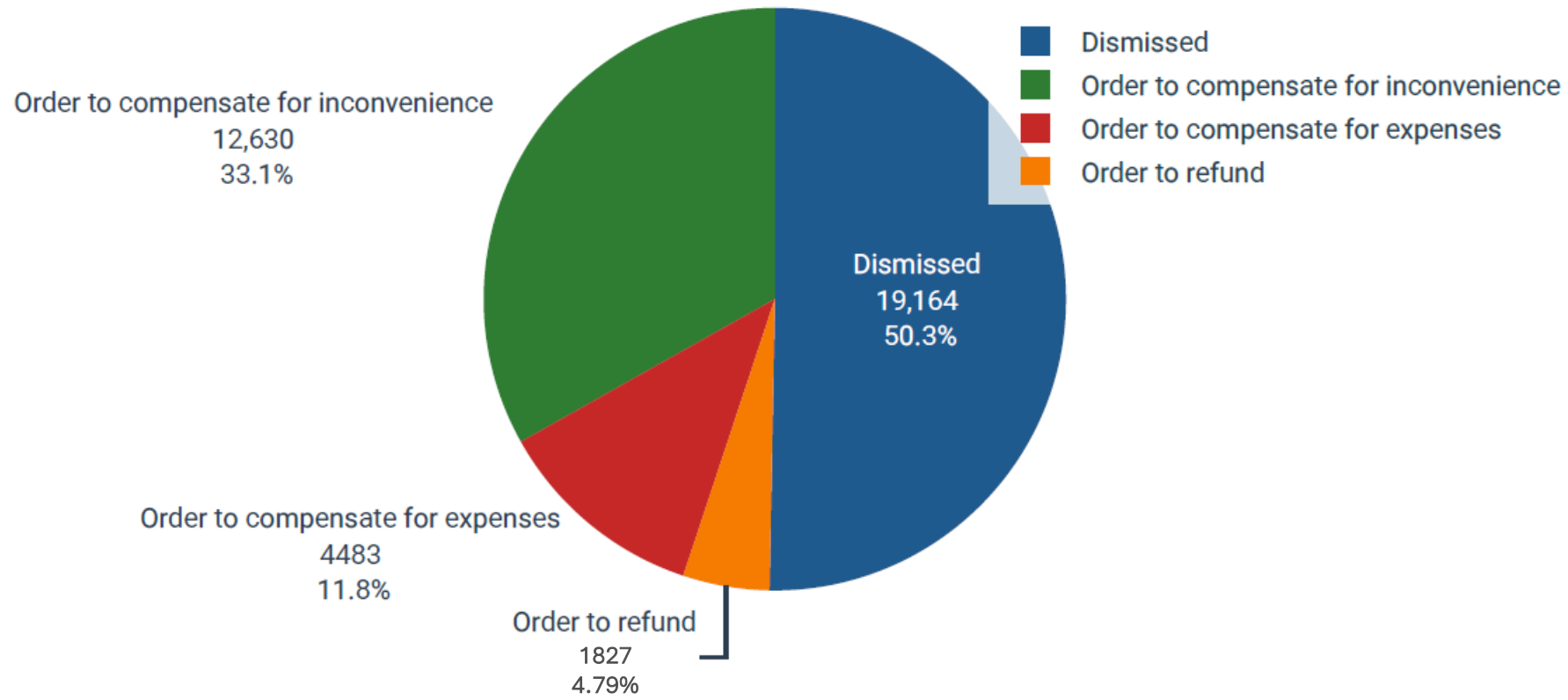
Decisions Issued by CTA Organized by Month



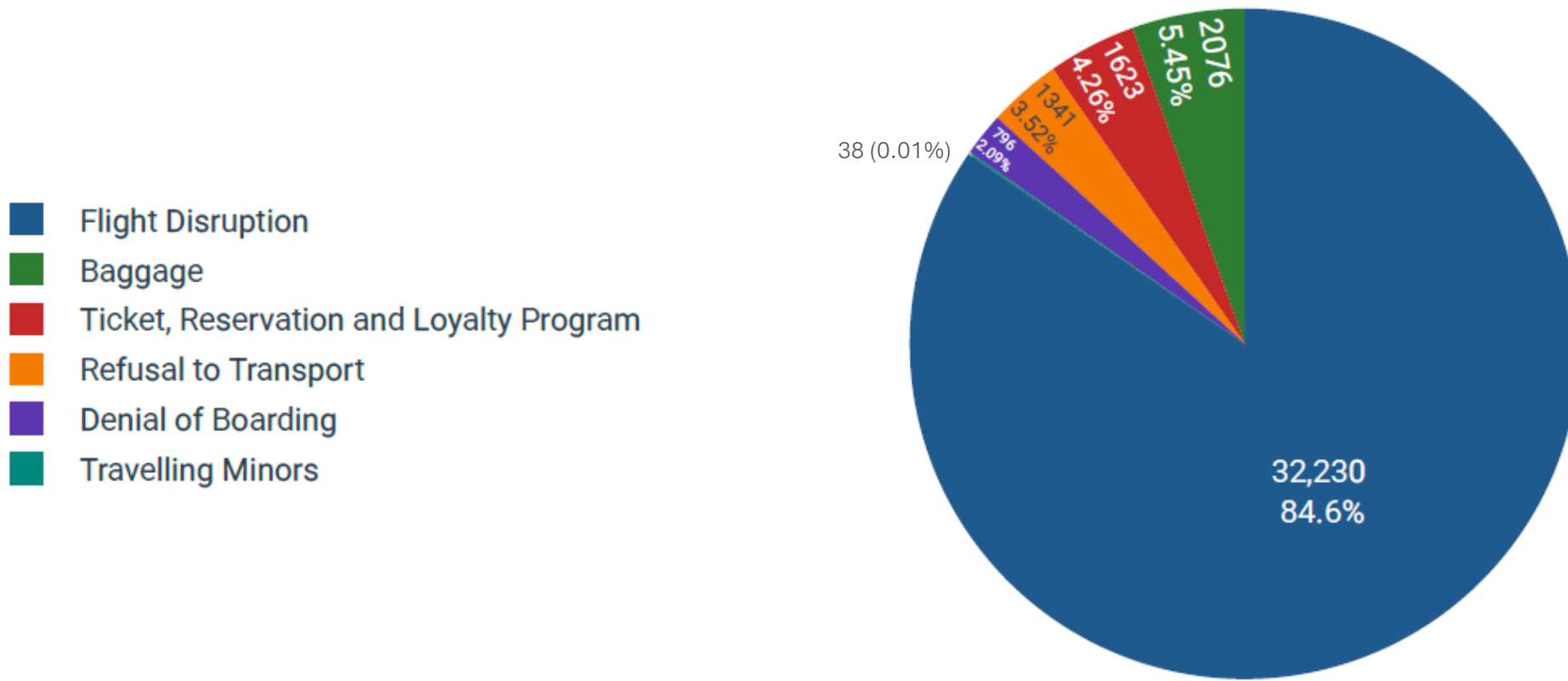
Average Days Between Flight Date and Decision Date



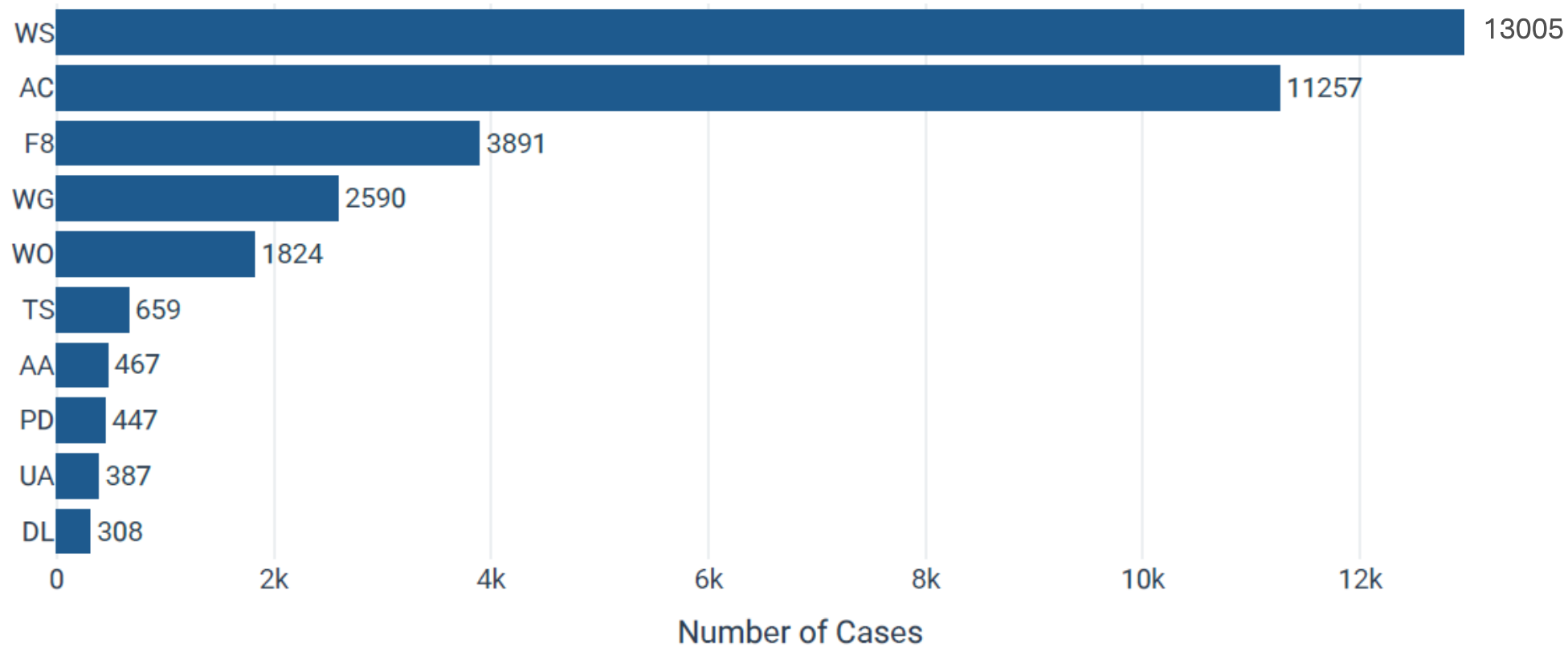
Outcome Distribution



Issues Distribution



Top 10 Airlines by Cases



**Full dataset
and dashboard
available at
courtready.ca**



About Courtready

Courtready.ca provides **practical tools and plain-language legal education** to help Canadians navigate courts and tribunals with confidence.

Contact Tom Macintosh Zheng, co-founder of Courtready.ca, at admin@courtready.ca if you have any questions or comments about this report.

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