





















Complaints Index Report

for Air Carriers

April 2025

Least Complaints		100,000 Passengers		Most Complaint					
Air Carriers ranking according to the number of complaints									
		Complaints rate for this month per 100,000 passenger		22		23		38	
		Complaints rate for the same month last year per 100,000 passenger		16		10		18	
		Percentage of complaints Resolved on time for this month		%100		%99		%100	
		Most received complaint's category For this month		<div>  </div>		<div>  </div>		<div>  </div>	

Total number of complaints	1,267↑ April 2025	942↓ April 2024
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Complaints Categories for air Carriers								
								
Baggage Services	Tickets	Flights	PRM Services	Flight Information Display Screen	On-board Services	Flight Announcements	Customer Service	Boarding Services

* The above statistics has been gathered on 1st of May

