

Complaints Index Report for Air Carriers

April 2025

Most Complaint

Air Carriers ranking
according to the number of
complaints

of





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

7

Most received complaint's category For this month

2











Total number of complaints

1,2671

April 2025

9421

April 2024

Complaints Categories for air Carriers



















Baggage Services Tickets

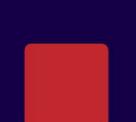
Flights

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

0% - 39%



40% - 59%



60% - 89%



90% - 100%

