Complaints Index Report for Air Carriers

July 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	31	36	40
Complaints rate for the same month last year per 100,000 passenger	25	27	34
Percentage of complaints Resolved on time for this month	%98	%100	%100
Most received complaint's category For this month			

Total number of complaints	1,974 ↑ July 2025	1,422 ↓ July 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 August

0% - 39% · 40% - 59% · 60% - 89% · 90% - 100%

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