












Complaints Index Report

October 2025

for Air Carriers

| | | | |
|--|---|---|---|
| | 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 | 21 | 30 | 35 |
| Complaints rate for the same month last year per 100,000 passenger | 12 | 11 | 12 |
| Percentage of complaints Resolved on time for this month | 100% | 99% | 72% |
| Most received complaint's category For this month |    |    |    |

| | | |
|----------------------------|------------------------|------------------------|
| Total number of complaints | 1,620↑ October 2025 | 1,029↓ October 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 November

