

Complaints Index Report for Air Carriers

December 2024

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	20	21	24
Complaints rate for the same month last year per 100,000 passenger	61	42	65
Percentage of complaints Resolved on time for this month	99%	100%	100%
Most received complaint's category For this month	  	  	  

Total number of complaints










↓ 1,074

Dec 2024

↑ 1,308

Dec 2023

Complaints Categories for air Carriers

								
Boarding Services	Customer Service	Flight Announcements	On-board Services	Flight Information Display Screen	PRM Services	Flights	Tickets	Baggage Services

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

