

# Complaints Index Report for Air Carriers

April 2023

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

16

28

35

Complaints rate for the same  
month last year per 100,000 passenger

11

21

22

Percentage of complaints  
Resolved on time for this month

100%

93%

92%

The most traded  
categories for this month



Total number of complaints

↑ 754

April 2023

716

↓

April 2022

## Complaints Categories for air carries



Flights



Tickets



Baggage  
Services



PRM  
Services



Flight  
Announcements



Flight  
Information  
Display Screen



Customer  
Service



On-board  
Services



Boarding  
Services

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

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