

Complaints Index Report for Air Carriers

December 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	42	61	65
Complaints rate for the same month last year per 100,000 passenger	50	18	47
Percentage of complaints Resolved on time for this month	100%	99%	96%
Most received complaint's category For this month	  	  	  

Total number of complaints

 1,308

Dec 2023

 879

Dec 2022

Complaints Categories for air carries

								
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

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