

Complaints Index Report for Air Carriers

March 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

11

20

35

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

13

16

14

Percentage of complaints
Resolved on time for this month

98%

98%

93%

The most traded
categories for this month



Total number of complaints

↑ 640

March 2023

355 ↓

March 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 Apr

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