

Complaints Index Report for Air Carriers

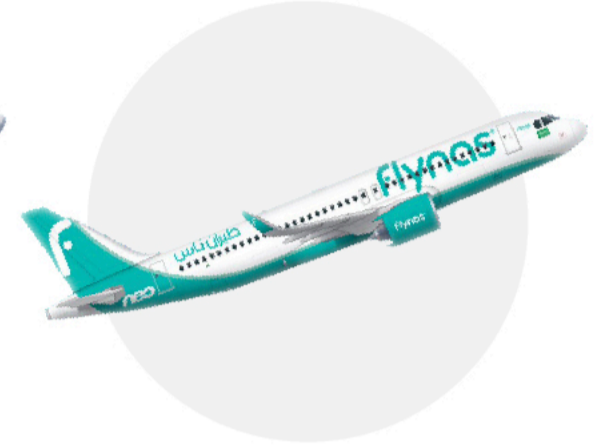
July 2021

Air Carriers ranking according to the number of complaints

Least Complaints

100,000 passengers

Most Complaints



Number of complaints for this month

7

17

20

Number of Complaints for the same month of last year

5

34

15

Percentage of complaints resolved on time for this month

%66

%87

%79



Most received complaints' category for this month



Total number of Complaints **↑340** | July 2021 **↓202** | July 2020

Complaints categories for air carriers

Flight Announcements

Flight Cancellation

Tickets Refund

Travel Class Downgrading

Denied Boarding

People with reduced mobility

Flight Delays

Refund of additional services fees

Extra Fees on Tickets

Flight Information Display Screen

Early Flights

Additional Fees on Baggage

Damaged Baggage

Delayed Baggage

Lost Baggage

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

* The above statistics has been gathered on 1st of August, 2021