

Complaints Index Report for Air Carriers

May 2021

Air Carriers rankings according to the number of complaints

Least Complaints

----- 100,000 passengers -----

Most Complaints



Number of complaints
for this month per
100,000 passenger

4

13

37

Number of Complaints
for the same month of
the last year



Percentage of
complaints resolved
on time for this month

%77

%90

%50



Most received
complaints' category
for this month



Total number of Complaints **↑ 285** | May 2021 **↓ 165** | May 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 June, 2021

* Not enough passenger traffic for the same period of last year for comparison