

Complaints Index Report for Air Carriers

January 2022

▶ Air Carriers ranking according to the number of complaints

Least Complaints ----- 100,000 passengers ----- Most Complaints



▶ Number of complaints for this month	8	20	28
▶ Number of Complaints for the same month of last year	2	7	10
▶ Percentage of complaints resolved on time for this month	99%	96%	90%
▶ Most received complaints' category for this month	 	 	

Total number of Complaints **↑447** | January 2022 **↓163** | January 2021

▶ 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 February