



Complaints Index Report for Air Carriers

April 2022



Air Carriers ranking according to the number of complaints

			
Number of complaints for this month	11	21	22
Number of complaints for the same month of last year	3	10	45
Percentage of complaints Resolved on time for this month	%99	%98	%97
Most received complaint's category For this month	  	  	  

Total number of complaints ↑ 716 April 2022 ↓ 276 April 2021

Complaints Categories for air carries


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 Flight


Additional Fees on Baggage


Damaged Baggage


Delayed Baggage


Lost Baggage

* The above statistics has been gathered on 1st of May

