

Complaints Index Report for Air Carriers

May 2022

Least Complaints

100,000 Passengers

Most Complaint

Air Carriers ranking according to the number of complaints



Number of complaints
for this month

10

17

38

Number of complaints
for the same month of last year

4

37

13

Percentage of complaints
Resolved on time for this month

%99

%97

%96

Most received complaint's
category For this month



Total number of complaints

↑ 833

May 2022

285

↓

MAY 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 June

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