

# Complaints Index Report for Air Carriers

November 2022

Least Complaints

100,000 Passengers

Most Complaint

## Air Carriers ranking according to the number of complaints



Complaints rate for this month  
per 100,000 passenger

17

36

77

Complaints rate for the same  
month last year per 100,000 passenger

5

12

14

Percentage of complaints  
Resolved on time for this month

95%

72%

80%

The most traded  
categories for this month



Total number of complaints

↑ 879

Nov 2022

317

↓

Nov 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 Dec

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