

Complaints Index Report for Air Carriers

October 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

12

16

26

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

7

18

16

Percentage of handling complaints
on time for this month

%92

%77

%30

The most traded
categories for this month



Total number of complaints

↑ 812

Oct 2022

371 ↓

Oct 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 November

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