

Complaints Index Report for Air Carriers

August 2021

Air Carriers ranking according to the number of complaints

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



	Saudia	Jazeera	flydubai
Number of complaints for this month	9	16	22
Number of Complaints for the same month of last year	4	14	15
Percentage of complaints resolved on time for this month	%64	%78	%74
Most received complaints' category for this month	<ul style="list-style-type: none"> Flight Announcements Flight Cancellation Flight Delays 	<ul style="list-style-type: none"> Flight Announcements Flight Cancellation Travel Class Downgrading 	<ul style="list-style-type: none"> Flight Announcements Flight Cancellation Travel Class Downgrading

Total number of Complaints **↑378** | August 2021 **↓150** | August 2020

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 September, 2021