

# Complaints Index Report for Air Carriers

March 2021

## Air Carriers rankings according to the number of complaints

Most Complaints

100,000 passengers

Least Complaints



	Flyadeel	Alwajiah	Saudia
Number of complaints for this month per 100,000 passenger	3	10	34
Number of Complaints for the same month of last year	3	14	17
Percentage of complaints resolved on time for this month	%79	%91	%75
Most received complaints' category for this month	 	 	 

Total number of Complaints **↑ 47** | March 2021 **↓ 34** | March 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 April, 2021