

Complaints Index Report for Air Carriers

November 2021

▶ Air Carriers ranking according to the number of complaints

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



	Carrier 1 (Least)	Carrier 2 (Middle)	Carrier 3 (Most)
▶ Number of complaints for this month	5	12	14
▶ Number of Complaints for the same month of last year	4	14	12
▶ Percentage of complaints resolved on time for this month	97%	97%	98%
▶ Most received complaints' category for this month	 	 	

Total number of Complaints **↑ 317** | November 2021 **↓ 191** | November 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 December, 2021