

Complaints Index Report for Air Carriers

June 2021

Air Carriers ranking according to the number of complaints

Least Complaints

100,000 passengers

Most Complaints



| | Saudia | Flydubai | Hyndal |
|--|----------|----------|----------|
| Number of complaints for this month | 7 | 15 | 18 |
| Number of Complaints for the same month of last year | 18 | 64 | 57 |
| Percentage of complaints resolved on time for this month | %74 | %89 | %51 |
| Most received complaints' category for this month | | | |

Total number of Complaints **↑ 295** | June 2021 **↓ 286** | June 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 July, 2021