



















Complaints Index Report

for Air Carriers

March 2025

100,000 Passengers			
Least Complaints			Most Complaint
Air Carriers ranking according to the number of complaints			
			
Complaints rate for this month per 100,000 passenger	19	19	30
Complaints rate for the same month last year per 100,000 passenger	13	10	14
Percentage of complaints Resolved on time for this month	100%	99%	100%
Most received complaint's category For this month	  	  	  

Total number of complaints	965↑ March 2025	924↓ March 2024
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Complaints Categories for air Carriers								
								
Baggage Services	Tickets	Flights	PRM Services	Flight Information Display Screen	On-board Services	Flight Announcements	Customer Service	Boarding Services

\* The above statistics has been gathered on 1<sup>st</sup> of April

