
























Complaints Index Report

for Air Carriers

May 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	35	39	40
	Complaints rate for the same month last year per 100,000 passenger	13	10	11
	Percentage of complaints Resolved on time for this month	%100	%100	%100
	Most received complaint's category For this month	<div></div> <div></div> <div></div>	<div></div> <div></div> <div></div>	<div></div> <div></div> <div></div>

Total number of complaints	1,342↑ May 2025	1,318↓ May 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 June

