



Complaints Index Report

September 2025

for Air Carriers

	Least Complaints	100,000 Passengers	Most Complaint
Air Carriers ranking according to the number of complaints			
Complaints rate for this month per 100,000 passenger	38	43	54
Complaints rate for the same month last year per 100,000 passenger	29	31	29
Percentage of complaints Resolved on time for this month	98%	100%	90%
Most received complaint's category For this month	  	  	  

Total number of complaints

2,399↑
September 2025

1,273↓
September 2024

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 1st of October

