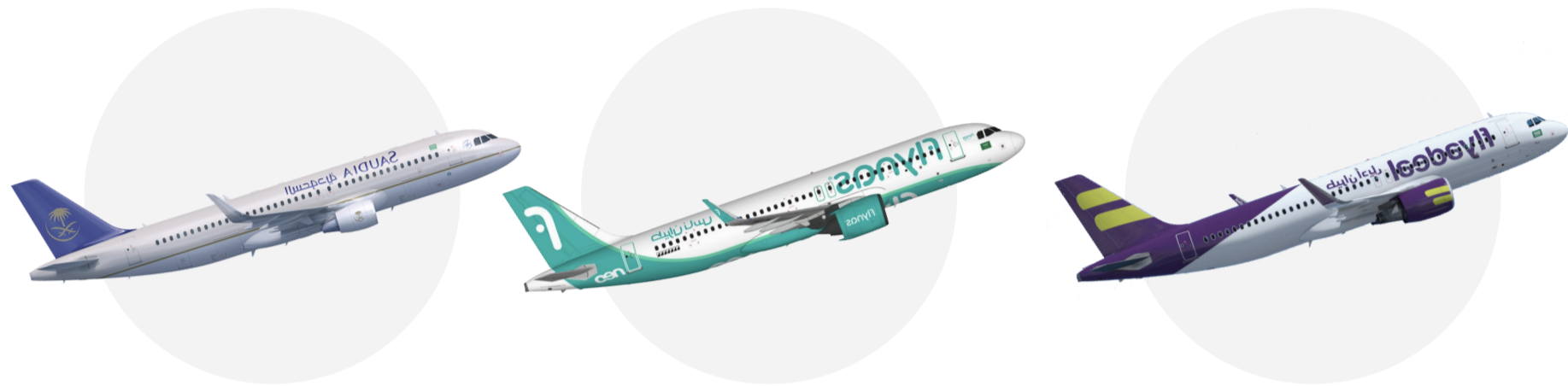


Complaints Index Report for Air Carriers

September 2021

Air Carriers ranking according to the number of complaints

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



	Saudia	Jazeera	flydubai
Number of complaints for this month	9	16	19
Number of Complaints for the same month of last year	1	8	5
Percentage of complaints resolved on time for this month	%74	%94	%92
Most received complaints' category for this month	<ul style="list-style-type: none"> Ticket Refund Flight Cancellation Denied Boarding 	<ul style="list-style-type: none"> Ticket Refund Flight Cancellation Denied Boarding 	<ul style="list-style-type: none"> Ticket Refund Flight Delays Flight Cancellation

Total number of Complaints **↑ 355** | September 2021 **↓ 69** | September 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 October, 2021