

MALAYSIAN AVIATION COMMISSION

Consumer Report

1 January to 30 June 2019



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

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Complaints Statistics – 1 January to 30 June 2019

Consumer complaints summary



This Consumer Report summarises aviation consumers' complaints lodged with MAVCOM in writing, by telephone, e-mail, mobile application or in person received for the period 1 January to 30 June 2019.

A total of **810 complaints were registered with MAVCOM for the period 1 January to 30 June 2019**, with 798 complaints on airlines and 12 on airports. This is a decrease of 5.6% as compared to the period 1 January to 30 June 2018, when MAVCOM registered 858 complaints.

99.3% of the complaints received for the period 1 January to 30 June 2019 have been resolved and closed by MAVCOM. Mishandled baggage, processing of refunds and online booking issues represent 48.2% of the nature of complaints received by MAVCOM during this period. Through the Commission's review of the complaints for the period 1 January to 30 June 2019, 54% of the complaints resulted in the airlines reversing its initial decision and producing a resolution that is more equitable or satisfactory to the consumer than initially provided. For the period 1 January to 30 June 2019, Malaysia Airlines was the highest contributor of complaints received by MAVCOM. This is followed by AirAsia and Malindo Air.

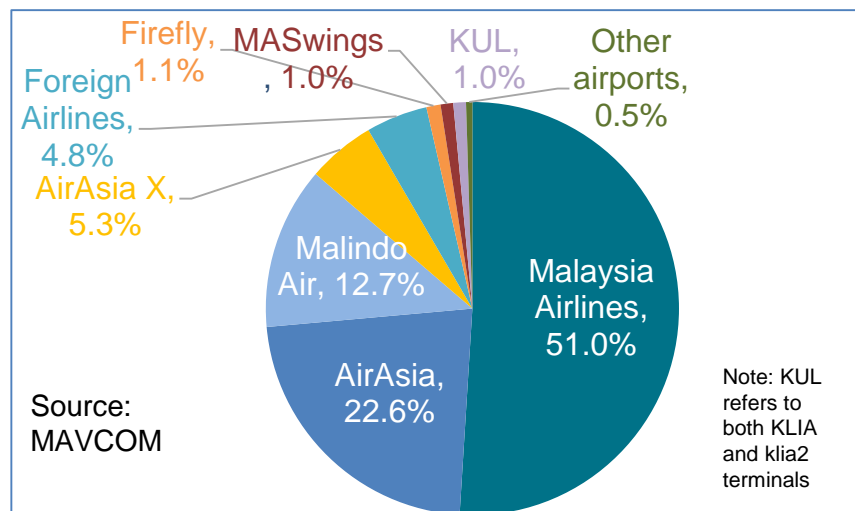


Figure 1: Breakdown of total complaints received for the period 1 January to 30 June 2019

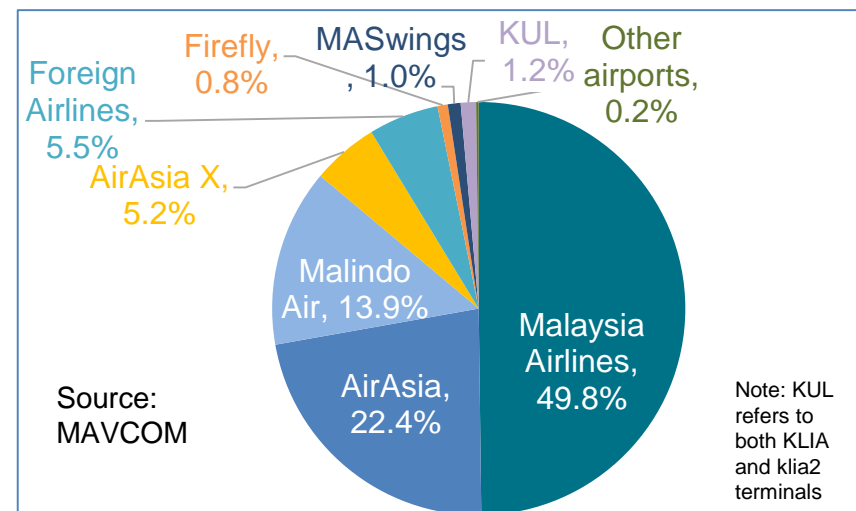


Figure 2: Breakdown of total complaints received for the period 1 January to 30 June 2018

Non-actionable complaints lodged with MAVCOM



In addition to the 810 complaints that were registered with MAVCOM, the Commission also received an additional:

- 646 complaints where document submission by consumers were incomplete, thereby resulting in the complaints which could not be fairly evaluated;
- 120 complaints where the Commission's immediate assessment found that the airline or airport concerned had fulfilled their obligations under the Malaysian Aviation Consumer Protection Code 2016 (MACPC), and therefore were not taken further; and
- 68 complaints that were lodged with the Commission but were either (i) more than one year from the date of incident, (ii) beyond the scope of the MACPC, (iii) subsequently withdrawn or (iv) not related to the aviation industry.

The Commission advises all consumers who submit their complaints to MAVCOM to ensure all relevant documents are submitted to the Commission in a timely manner to ensure the complaints can be processed and evaluated accordingly.

Consumer complaints by airline

Table 1: Consumer complaints by airline for the period 1 January to 30 June 2019 against 1 January to 30 June 2018

	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MASwings		Malindo Air		Foreign airlines		Total	
	Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Total complaints received by MAVCOM	183	192	43	45	9	7	413	427	8	9	103	119	39	47	798	846
Complaints received by MAVCOM per million passengers carried	8	9	16	18	10	6	45	47	11	8	24	32	N/A	N/A	19	20

Source: MAVCOM, MAHB

The **highest number of complaints received by MAVCOM was on Malaysia Airlines, with 413 complaints**. This is a 3.3% decrease in the number of complaints received by MAVCOM on Malaysia Airlines compared to the period 1 January to 30 June 2018, when 427 complaints were received.

The second and third highest were complaints on AirAsia and Malindo Air, with 183 and 103 complaints respectively. Complaints received on AirAsia for the period 1 January to 30 June 2019 decreased by 4.7% compared to the previous period, whilst complaints on Malindo Air decreased by 13.4% compared to the previous period.

For every million passengers carried, Malaysia Airlines received the highest number of complaints with 45 complaints for every million passengers carried. This is followed by Malindo Air and AirAsia X, which received 24 and 16 complaints respectively per million passengers carried for the period 1 January to 30 June 2019.

Consumer complaints by category

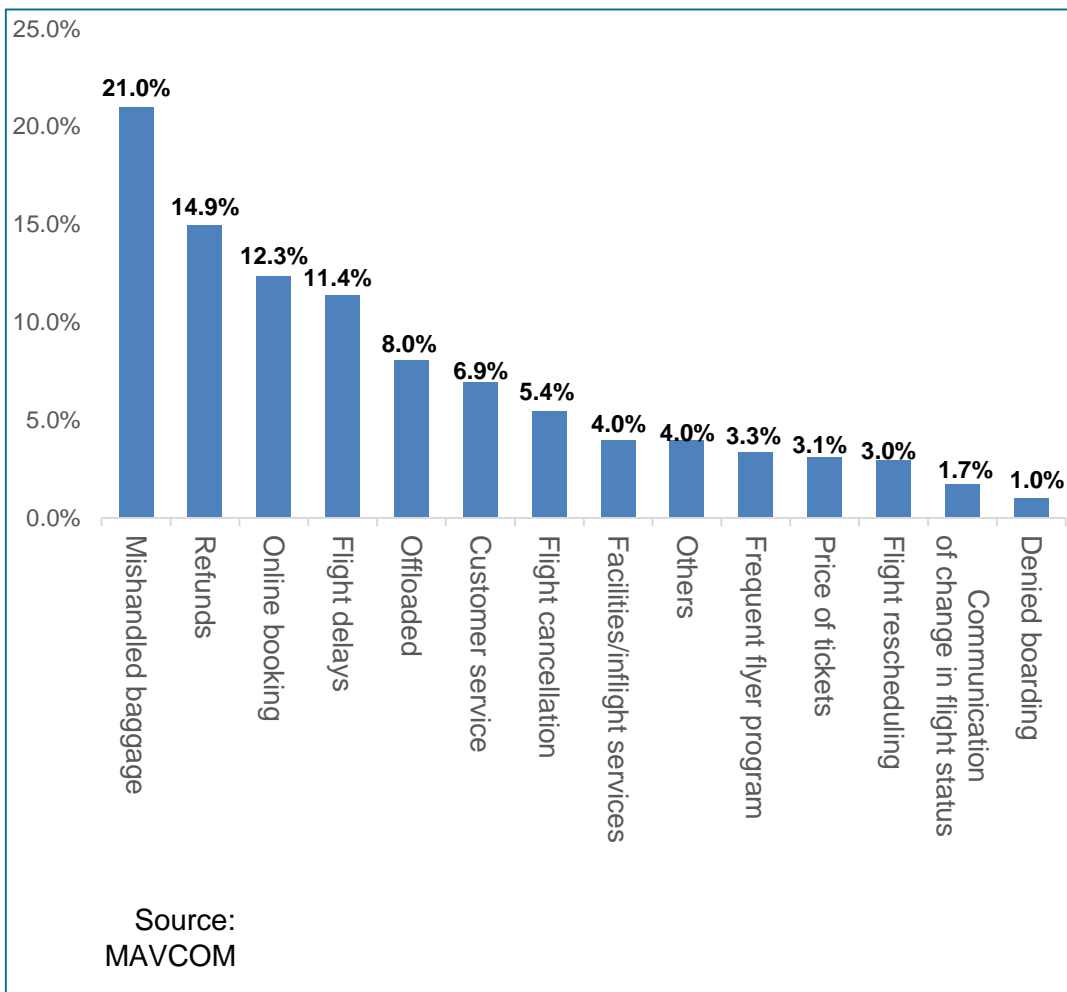


Figure 4: Consumer complaints by category – 1 January to 30 June 2019

Note: ‘Others’ comprise of complaints on fees, reservation issues, special assistance, facilities and any other complaints. For further details on these categories, please refer to **Appendix 1**.

The **top three** complaints received by MAVCOM for the period 1 January to 30 June 2019 were **mishandled baggage, processing of refunds, and Online booking**.

Complaints related to mishandled baggage for the period 1 January to 30 June 2019 decreased year-on-year from 214 to 170. The drop of 20.6% was contributed by a decreased in mishandled baggage cases related to Malaysia Airlines.

The number of complaints on the processing of refunds for the period 1 January to 30 June 2019 decreased year-on-year from 148 to 121, with Malaysia Airlines and AirAsia contributing 64.5% of complaints on refunds.

Complaints related to online booking for the period 1 January to 30 June 2019 increased from 91 to 100 from the same period in 2018, an increase of 9.9%, with Malaysia Airlines contributing 61% of the complaints received in this category.

Refer to next page for complaints by category and by airline.

Consumer complaints by airline and category

Table 2: Complaint categories by airline for the period 1 January-30 June 2019 against 1 January-30 June 2018

Category / Airlines	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MAS Wings		Malindo Air		Foreign airlines		Total	
	Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Complaints handling	-	1	-	-	-	-	-	5	-	-	-	-	-	-	-	6
Communication of change in flight status	-	-	1	-	-	-	7	-	-	-	4	-	2	-	14	-
Customer service	7	6	1	4	-	-	35	19	-	1	7	3	4	1	54	34
Denied boarding	3	13	-	5	-	3	4	27	-	-	1	5	-	9	8	62
Facilities/inflight services	7	5	-	3	1	-	19	11	1	-	4	4	-	-	32	23
Flight cancellation	4	16	1	1	2	-	29	53	1	2	6	10	1	3	44	85
Flight delays	19	17	6	5	-	-	44	78	1	4	16	24	6	3	92	131
Flight rescheduling	1	-	4	-	-	-	9	-	3	-	7	-	-	-	24	-
Food and beverage	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	6
Frequent flyer program	10	6	1	-	2	-	14	6	-	-	-	1	-	-	27	13
Lounge	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-
Mishandled baggage	39	41	6	11	-	2	96	107	-	1	15	33	14	19	170	214
Online booking	23	33	3	3	1	-	61	40	-	-	9	10	3	5	100	91
Offloaded	20	-	1	-	-	-	33	-	-	-	6	-	5	-	65	-
Price of tickets	9	-	1	-	-	-	8	-	1	-	5	-	1	-	25	-
Refunds	38	44	17	12	2	2	40	61	1	-	20	24	3	5	121	148
Safety and security	1	-	-	-	-	-	1	1	-	-	-	-	-	-	2	1
Special assistance (Persons with Disability)	-	2	-	-	-	-	2	-	-	-	-	1	-	-	2	3
Upgrading/downgrading	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Others	2	8	1	1	1	-	10	12	-	1	3	4	-	2	17	28
Grand Total	183	192	43	45	9	7	413	427	8	9	103	119	39	47	798	846

Source: MAVCOM

Note: 'Others' comprise of complaints on aircraft noise near residential area and the silent airport movement. For further details on these categories, please refer to **Appendix 1**.

Consumer complaints by airport and category

MAVCOM received **12 complaints on airports** involving KL International Airport (KLIA), KL International Airport 2 (klia2), Kota Kinabalu International Airport, Labuan Airport, Miri International Airport, Sultan Abdul Aziz Shah Airport and Senai International Airport for the period 1 January to 30 June 2019. For the period 1 January to 30 June 2018, MAVCOM received the same number of complaints on airports. **The complaints were mainly related to airport facilities, airport security and customer service.**

Table 3: Complaint categories by airport for the period 1 January-31 June 2019 against 1 January-31 June 2018

Category / Airport	KLIA		Klia2		Kota Kinabalu		Labuan		Langkawi		Miri		Senai International Airport		Alor Setar		Sultan Abdul Aziz Shah		Total	
	Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Facilities	2	7	1	1	1	-	1	-	-	1	1	-	-	-	-	-	1	-	7	9
Customer service	1	2	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2	3
Safety and security	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Others	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Grand Total	5	9	2	1	1	-	1	-	-	1	1	-	1	-	-	1	1	-	12	12

Source: MAVCOM

Note: 'Others' comprise of complaints on aircraft noise near residential areas and the silent airport movement. For further details on these categories, please refer to **Appendix 1**.

Other Initiatives

Amendments to the MACPC



The MACPC was formulated with the aim of protecting the rights and interests of air passenger. It also provides guidelines on the complaints process and imposition of penalties should an airline fail to comply with the regulation. The MACPC covers for all airlines operating into Malaysia, local and foreign carriers, irrespective of a full service or low-cost carriers.

Since the implementation of the Malaysian Aviation Consumer Protection Code 2016 (MACPC) on 1 June 2016, the Commission has received feedback from consumers. As a result of this feedback, the MACPC was enhanced to further improve the travel rights for consumers.

The amendments to the MACPC came into force on 1 June 2019 with the gazettelement of the Malaysian Aviation Consumer Protection (Amendment) Code 2019 [*P.U.(B) 250/2019*].

The key amendments to the MACPC that will benefit consumers include the following:

- Airlines must disclose the final price of airfare both at the point of advertisement and when purchasing flight tickets. This **eliminates hidden charges**, such as card payment charges and administrative fees.
- Airlines have 30 days to reimburse consumers for any refunds that are submitted to the airline.
- For a non-refundable ticket, consumers can now put in a claim for the passenger service charge (airport tax). Airlines are only permitted to charge a maximum of 5 per cent processing fee. For example, if a consumer has paid RM50 for the passenger service charge, airlines should refund the consumer RM47.50.
- The usage of a wheelchair is now free of charge for persons with disability (OKU) holding an OKU card.

Non-compliance to the MACPC

The Commission consistently monitors the conduct of airlines and airports in to ensure airlines comply with the MACPC.

Since the amended MACPC came into force, the Commission has found that both AirAsia Berhad and AirAsia X Berhad have contravened subparagraph 3(2) of the MACPC.

Subparagraph 3(2) states that airlines must disclose the final price of its airfare which includes base fare, government-imposed fees and taxes, fees and charges prescribed under any written law, fuel surcharge and charges for optional services purchased.

Due to this non-compliance, MAVCOM had issued show cause letters to both airlines in June 2019 and following the due process, imposed financial penalties of RM200,000 each to said airlines in September 2019.



WHEN PAYING FOR TICKETS

Airlines must display the breakdown of:



Base fare



Government imposed taxes and fees



Fees and charges prescribed under any written law



Fuel surcharge



Optional services purchased by a consumer on an opt-in basis



An initiative by the Malaysian Aviation Commission (MAVCOM)

Development of a consumer protection code for rural areas of Sabah and Sarawak

The Commission intends to prescribe a consumer code for the passengers travelling for Short Take-Off and Landing ports (STOLports) which serve public service obligation (PSO) routes within Malaysia. This code is necessary as the provisions in the MACPC may not be applicable due to the limited facilities and minimal infrastructure at STOLports caused by geographical constraints. The code will be drafted based on the principles enumerated in the MACPC and is intended to provide alternative compensation and care for rural areas within Malaysia that do not have the same modern amenities and technology that are available at other parts of Malaysia.

The Commission is in the midst of developing the consumer protection code for STOLports and is currently conducting field studies and research of facilities and infrastructure available at various STOLports across Malaysia.



FlySmart - initiative to educate consumer of their air travel rights



The Commission has implemented various initiatives aimed at protecting and empowering consumers through its sub-brand, FlySmart.



FlySmart's Facebook & Instagram page

The FlySmart Facebook page allows consumers to learn more about their air travel rights in an interactive manner. The information presented in Facebook page include information on air travel rights, travel-related news, travel tips, stories and experiences from travellers. The objective is for consumers to be equipped and acquire necessary knowledge on air travel from other travellers in an interactive manner. The Commission through FlySmart has reached out to more than 290,000 consumers on Facebook.

The Commission has also launched FlySmart's official Instagram page on 1 January 2019, which aims to create connection with travellers through stories and travel tips displayed in a visual content.

The Commission will continue with our online engagements and initiatives to reach out to more travellers throughout Malaysia and beyond.

Consumers would be able to follow FlySmart via the following links: www.facebook.com/FlySmartMy/ and [@flysmartmy](https://www.instagram.com/flysmartmy).



FlySmart - initiative to educate consumer of their air travel rights

Mobile Application

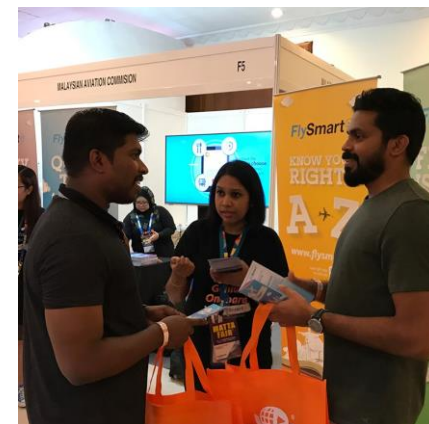


A dedicated FlySmart mobile application was launched by the Commission to enable consumers to receive push notifications on travel rights and current alerts relative to air travel. Consumers are now also empowered to provide feedback or lodge complaints on-the-go through the mobile application. The mobile application has recorded 24,059 downloads as at 30 June 2019.

Consumer Awareness

The Commission also participated at various MATTA Fairs which took place in Kuala Lumpur, Tampoi, Sibui, Miri, Kuching and Kota Kinabalu to ensure Malaysians who intend to travel are aware of their travel rights under the MACPC.

The Commission plans to continue participating and have MAVCOM's presence at MATTA and other consumer events throughout the country in 2019.



Implementation of the Airports Quality of Service (Airports QoS Framework) at KLIA and klia2



As at 31 December 2018, 8 service quality elements have been implemented at both terminals. Details of the implementation are as follows:

User Experiences + Operator and Staff Facilities

- Cleanliness of passenger washrooms
- Ramp Wi-Fi
- Cleanliness of staff washrooms

Passengers and Baggage Flows + Operator and Staff Facilities

- Aerobridge availability
- Aerobridge operator availability
- Visual Docking Guidance System availability
- Aerotrain availability (applicable at KLIA only)
- Lifts, escalators and walkalators availability

On 1 January 2019, the Commission commenced measurement of 9 quality service elements which are as follows:

User Experiences and Equipment Availability

9

- Overall satisfaction with the airport
- Wayfinding
- Flight information display
- Availability of Wi-fi
- Overall satisfaction with the washroom
- Cleanliness of the terminal
- Ambiance of the terminal
- Kerbside congestion (for departure)
- Baggage Handling System

From the overall 28 service quality elements in the Airports QoS Framework, the Commission has implemented 17 service quality elements since 1 September 2018. With the implementation of 9 service quality elements on 1 January 2019, the Commission has therefore operationalised a total of 17 service quality elements as of 30 June 2019. Work is still in progress to complete the remaining 11 service quality elements at both terminals. The remaining service quality elements are related to queueing time (including e.g. immigration queue, check-in queue, customs queue, kerbside queue).

The Commission has imposed a financial penalty of RM1.17 million on MA Sepang, a subsidiary of Malaysia Airports Holding Berhad (MAHB) for failing to meet several requirements of the framework for the period of January to March 2019.

Development of the Airports QoS Framework at Subang, Langkawi and Kota Kinabalu



The Commission commenced the QoS development stage for three other airports which are Subang (SZB), Langkawi (LGK) and Kota Kinabalu (BKI) in the beginning of Q4 2018. The Commission is currently in the process of identifying the service quality elements to be measured which are specific to each airport.

The Commission has completed the site visit and consultation process with key stakeholders to identify issues and challenges that are faced by these airports. The Commission is currently in the process of identifying the service quality framework applicable for each airport. The target implementation of the framework at SZB, LGK and BKI is scheduled for implementation by Q1 2020.



THANK YOU



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Appendix 1

Consumer complaints by category

Categories	Explanation
Refunds	Request for reimbursement of money due to the passenger
Mishandled baggage	Complaints on baggage that is delayed, damaged, pilfered, lost or stolen
Flight cancellations	Complaints on flights that were cancelled by the airline
Flight delays	Complaints in relation to flights that depart more than 2 hours later than the scheduled time of departure reflected in the e-ticket
Flight rescheduling	Complaints on flights that were rescheduled by airlines with advanced notification to consumers
Online booking issues	Complaints related to problems faced at the point of online booking such as payment confirmation or e-ticket not received by the passenger
Denied boarding	Person(s) not allowed to board the flight due to overbooking by the airline
Customer service	Complaints on attitude or service level of airline/airport staff
Complaints handling	Complaints on the manner in which consumer feedback/complaint was handled
Communication of change in flight status	Complaints in relation to no notification by airlines of changes in flight status
Others	Complaints on other issues such as change of operating airport, processing fee charged by airlines, sports equipment charges and any other complaints.
Facilities and inflight services	Complaints on facilities and services onboard the aircraft such as toilet cleanliness, food quality and inflight entertainment system

Consumer complaints by category (cont'd)

Categories	Explanation
Frequent flyer program	Complaints related to airline loyalty programs (accrual and redemption of points/ miles)
Food and beverage	Complaints related to food and beverage served by the airlines
Downgrading	Complaints related to the downgrading of the ticket class
Lounge	Complaints related to airlines lounge facilities
Price of tickets	Complaints related to the price of tickets by the airlines
Special assistance (Persons with Disability)	Complaints related to special assistance (wheelchairs etc.) for Persons with Disability
Safety and security	Complaints on immigration, customs and airport security
Airport facilities	Complaints related to the facilities at the airport
Quality of Service (QoS) Framework	The QoS Framework sets the airports' service standards and key performance indicators for various airport user experiences
Service quality elements	The service quality elements are the various touch points affecting the airport user experiences