

MALAYSIAN AVIATION COMMISSION

Consumer Report July to December 2022



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

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Consumer complaints summary



This Consumer Report summarizes consumers' complaints registered with the Malaysian Aviation Commission ("MAVCOM") via the Commission's website, e-mails, telephone calls, mobile application, walk-ins, and mail from 1 July to 31 December 2022 ("2H22").

A total of **1,954 complaints** were registered in 2H22, consisting of 1,944 (99.5%) airline-related complaints and 10 (0.5%) airport-related complaints. This is a five-fold increase from the 365 complaints registered with MAVCOM in the previous year's corresponding period of 1 July to 31 December 2021("2H21").

MAVCOM has resolved and closed 1,616 complaints, or 82.7% of the total complaints received in 2H22.

Complaints related to mishandled baggage, online booking, and flight cancellation contributed 40.6% (794) of the total complaints in 2H22. Through MAVCOM's action, **21.5%** of the complaints resulted in the airlines reversing their initial decisions, by providing resolutions that are more equitable and satisfactory to the affected consumers.

MAVCOM also received **1,492 complaints which were non-actionable** due to incomplete documentation provided by consumers or where the airlines or airports concerned were deemed having fulfilled the obligations under the Malaysian Aviation Consumer Protection Code 2016 and Malaysian Aviation Consumer Protection (Amendment) Code 2019.

For **every 500,000 passengers carried**, AirAsia X received the highest number of registered complaints with 253 complaints, followed by Malaysia Airlines with 88 complaints and Batik Air with 50 complaints.

Complaints against Malaysia Airlines accounted for 42.5% (830) of the total complaints received, followed by AirAsia at 32.9% (643), and AirAsia X at 10.0% (196).

Non-actionable complaints registered with MAVCOM



In addition to the 1,954 complaints that were registered, MAVCOM received 1,492 complaints that could not be assessed due to the following reasons:

- 1,250 complaints had incomplete documents, resulting in MAVCOM's inability to accurately and fairly evaluate the complaints, despite MAVCOM's follow-up;
- 90 complaints were beyond the scope of MACPC;
- 69 complaints did not require further action as MAVCOM's immediate assessment established that the airlines or airports had complied with the requirements under the Malaysian Aviation Consumer Protection Code 2016 ("MACPC") ;
- 45 consumers had requested to withdraw the complaint as a fair resolution was provided by the airline;
- 17 complaints were related to bookings made through travel agents and the consumers had approached MAVCOM for assistance;
- 17 complaints were not related to the aviation industry; and
- 4 complaints were more than one year from the date of the incident.

Complaints by airline

Table 1 : Consumer complaints by airline, 2H22 vs 2H21

Complaints/Airlines	AirAsia		AirAsia X		Batik Air		Firefly		Foreign Airlines		Malaysia Airlines		MASwings		MYAirline		SKS Airways		Total	
	Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec	
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
Complaints registered with MAVCOM	1236	439	306	4	234	43	101	13	143	27	1,368	255	12	12	11	NA	4	NA	3,415	793
Complaints registered with MAVCOM (with complete documents)	643	175	196	3	140	28	51	8	70	12	830	129	7	7	6	NA	1	NA	1,944	362
Total passengers carried (000' 000)	8.5	1.9	0.4	0.0002	1.4	0.3	0.9	0.2	NA	NA	4.7	0.9	0.4	0.2	NA	NA	0.0076	NA	16.4	3.4

Source: MAVCOM, Air Service License (“ASL”) Holders

Complaints against airlines registered with MAVCOM increased more than five-folds, from 362 to 1,944 in 2H22 compared to the corresponding period last year (see Table 1). Increase in complaints was registered against most airlines in 2H22 compared to 2H21 except for MASwings which received the same number of complaints.

The number of passengers carried by airlines increased significantly compared to the same period last year. For every 500,000 passengers carried, AirAsia X received the highest number of registered complaints with 253 complaints, followed by Malaysia Airlines with 88 complaints and Batik Air with 50 complaints.

Complaints by category

The top three complaint categories registered with MAVCOM in 2H22 were mishandled baggage, online booking and flight cancellation (see Table 2). For the same period in 2021, flight cancellation was the top complaint followed by complaints on online booking and flight rescheduling.

Complaints related to mishandled baggage increased from 15 complaints in 2H21 to 270 complaints in 2H22. Malaysia Airlines contributed 78.1% of the complaints related to mishandled baggage in 2H22.

Complaints related to online booking increased significantly from 56 complaints in 2H21 to 269 complaints in 2H22. Malaysia Airlines registered 51.7% (139) of the complaints on online booking, followed by AirAsia with 29.7% (80) and Batik Air with 10.4% (28).

Complaints related to flight cancellation in 2H22 increased from 100 complaints in 2H21 to 255 complaints in 2H22. AirAsia registered 42.7% (109) of the complaints on flight cancellation followed by Malaysia Airlines with 34.5% (88) and AirAsia X with 9.4% (24).

Table 2: Complaints by category, 2H22

Complaints Category	Number of Complaints	% of total
Communication of change in flight status	28	1.4
Customer service	39	2.0
Denied boarding	18	0.9
Facilities/inflight services	34	1.7
Flight cancellation	255	13.1
Flight delays	144	7.4
Flight rescheduling	206	10.6
Frequent flyer program	189	9.7
Mishandled baggage	270	13.9
Offloaded	111	5.7
Online booking	269	13.8
Others	95	4.9
Price of tickets	33	1.7
Refunds	244	12.6
Safety and security	3	0.2
Special assistance/PWD	6	0.3
Total	1,944	100.0

Note: 'Others' consists of complaints regarding the restricted terms for travel voucher provided, consumers' inability to book flights with the existing travel voucher, consumers unhappy with the rebooking fee, fare difference imposed to utilise the travel voucher and consumers unhappy with the currency change for rebooking. Refer to the **Glossary** for more details.

Complaints by airline and category

Table 3: Complaint categories by airline, 2H22 vs 2H21

Category/Airlines	AirAsia		AirAsia X		Batik Air		Firefly		Foreign Airlines		Malaysia Airlines		MASwings		MYAirline		SKS Airways		Total	
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
Communication of change in flight status	8	4			2		2		1	1	15	7		1					28	13
Customer service	14	3									25	6							39	9
Denied boarding	10								2		6	6							18	6
Facilities/inflight services	6	1			1		1		1		24	1			1				34	2
Flight cancellation	109	58	24		18	13	5	3	9	1	88	25	1				1		255	100
Flight delays	53	3	5		13	3	28		9		36	2		1					144	9
Flight rescheduling	125	36	23		15	4	9				34	12		1					206	53
Frequent flyer program	55	10	105	2	3	1	1				24	10	1						189	23
Mishandled baggage	23	3	3		6	1	1		25	2	211	9	1						270	15
Offloaded	27	9	3		6	1		1	12	6	63	11							111	28
Online booking	80	24	9	1	28		4	3	5	1	139	23		4	4				269	56
Others	10	3	8		21					1	56	1							95	5
Price of tickets	12	5	1		1	2			2		13	8	3		1				33	15
Refunds	105	13	15		26	3		1	4		93	7	1						244	24
Safety and security	3	2										1							3	3
Special assistance/PWD	3	1									3								6	1
Total	643	175	196	3	140	28	51	8	70	12	830	129	7	7	6		1		1,944	362

Note: 'Others' consists of complaints regarding the restricted terms for travel voucher provided, consumers' inability to book flights with the existing travel voucher, consumers unhappy with the rebooking fee, fare difference imposed to utilise the travel voucher and consumers unhappy with the currency change for rebooking. Refer to the **Glossary** for more details.

Complaints by airports and category

MAVCOM registered 10 complaints involving airports in 2H22, compared to 3 complaints registered for the same period in 2021.

Table 4: Complaint categories by airport, 2H22

Airports/ Categories	Kuala Lumpur International Airport (KLIA)		Kuala Lumpur International Airport 2 (klia2)		Langkawi International Airport		Penang International Airport		Sandakan Airport		Senai International Airport		Total	
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
Facilities		3			1		1		1				3	3
Others	1		1										2	
Safety and security	3		1								1		5	
Total	4	3	2		1		1		1		1		10	3

Note: 'Others' comprise complaints of missing valuables in airports

Source: MAVCOM, Malaysia Airports Holdings Berhad ("MAHB") and Senai Airport Terminal Services Sdn Bhd ("SATSSB")

Total passenger movements for all airports in Malaysia between the period of July to December 2022 was 33.8 million in contrast to 7.64 million for the same period in 2021.

Other Initiatives

Implementation of Quality of Service (QoS) framework at KLIA and klia2



From the **overall 28 service quality elements** in the QoS framework, **MAVCOM had implemented** a total of **20 service quality elements** as of 31 December 2022 at **both terminals** (KLIA and klia2). Details of the implementation are as follows:

Service Quality Category			
Passenger Comfort and Facilities		Operator and Staff Facilities	Passenger and Baggage Flows
Service Quality Elements	<ul style="list-style-type: none">▪ Ambiance of the terminal▪ Availability of Wi-Fi▪ Cleanliness of passenger washrooms▪ Cleanliness of the terminal▪ Flight information displays▪ Kerbside congestion▪ Overall satisfaction with the washrooms▪ Overall satisfaction with the airport▪ Wayfinding	<ul style="list-style-type: none">▪ Availability of aerobridge▪ Availability of aerobridge operator▪ Availability of Visual Docking Guidance System (VDGS)▪ Availability of ramp Wi-Fi service▪ Cleanliness of staff washrooms	<ul style="list-style-type: none">▪ Availability of Aerotrain Track Transit System (TTS) – for KLIA only▪ Availability of lifts, escalators, and walkalators▪ Availability of Baggage Handling System (BHS) equipment▪ Baggage retrieval – time to first bag▪ Baggage retrieval – time to last bag▪ Outbound baggage

The remaining eight (8) service quality elements are related to **queueing times**, including areas at the kerbside, check-in counters, passenger security search on departure, immigration counters, and customs checkpoints. **The full implementation** of all 28 service quality elements **at both terminals** is expected to be **completed in the third quarter of 2023**.

MAVCOM has completed the **development phase** of the **QoS framework** at **Subang, Langkawi, and Kota Kinabalu airports** while the **implementation phase** of these three (3) airports is expected to be **completed in stages in the first half of 2023**.

As for the remaining **21 airports**, the QoS framework will be **implemented progressively** between **2024 and 2027**.

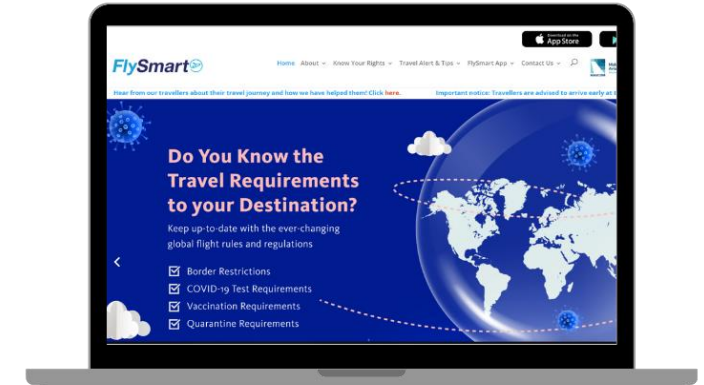
Educating consumers on air travel rights with MAVCOM's FlySmart



MAVCOM has multiple channels for consumers to learn more about their air travel rights through its consumer sub-brand, FlySmart.

FlySmart Website - www.flysmart.my

MAVCOM's FlySmart provides comprehensive information for travellers on consumer rights including tips, frequently asked questions and informative videos. The website provides real-life experiences on how consumers have exercised their rights as air travelers and the role played by MAVCOM (flysmart.my/en/travel-alert-and-tips/traveller-stories/). Don't miss out on this valuable resource. Visit the website to learn about your air travel rights and connect with a community of informed travellers.



FlySmart Social Pages

Facebook – www.facebook.com/FlySmartMy

Instagram - www.instagram.com/flysmartmy

Stay up-to-date on the latest air travel information, tips and travel-related news through the FlySmart social pages. Engage with the FlySmart team to know more about what you are entitled to should a flight disruption occur.

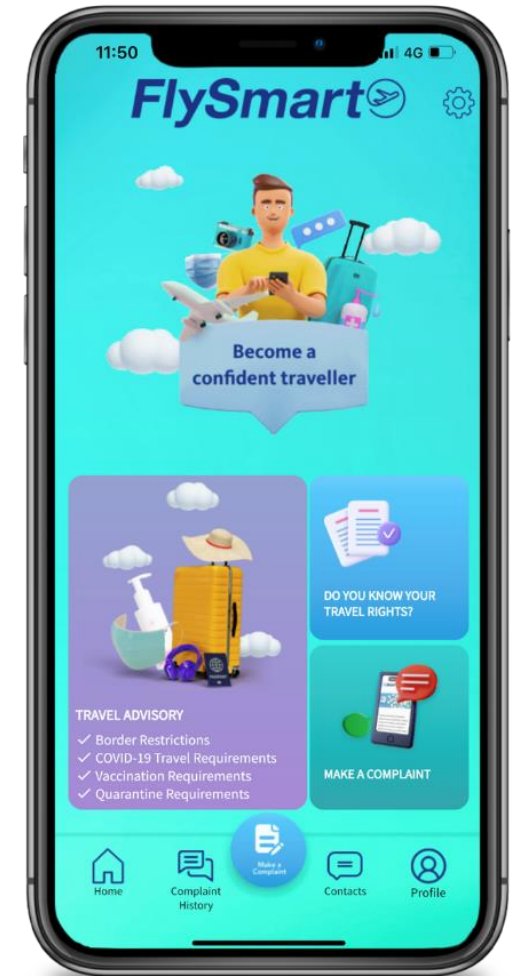


Educating consumers on air travel rights with MAVCOM's FlySmart



FlySmart Mobile Application - [//flysmart.my/en/flysmart-mobile-app/](https://flysmart.my/en/flysmart-mobile-app/)

Are you unhappy with the airlines' resolution of your complaint? You may submit a complaint through MAVCOM's FlySmart mobile application. It is important for travellers to download the mobile application to reach out to the Commission if they encounter any flight issues during their journey.



Glossary

Categories	Details
Actionable complaint	Complaints with complete documentation for MAVCOM's review
Communication of change	Complaints where consumers were not notified of their flights being rescheduled
Customer service	Complaints on attitude and/or service levels of airline/airport staff
Denied boarding	Person(s) not allowed to board flights due to overbooking
Facilities and inflight services	Complaints on facilities and services onboard the aircraft such as toilet cleanliness, food quality and inflight entertainment system
Flight cancellation	Complaints on flights that were cancelled by airlines
Flight delays	Complaints in relation to flights that departed two hours later than the scheduled time of departure reflected in the ticket
Flight rescheduling	Complaints on flights that were rescheduled by airlines with advanced notification to consumers
Frequent flyer programme	Complaints related to airline loyalty programme such as discrepancy on the credit value or unable to access to consumer's profile
Mishandled baggage	Complaints on baggage that were delayed, damaged, pilfered, lost or stolen
Offloaded	Complaints regarding person(s) not allowed to board flights due to insufficient travel documents or late arrival to boarding gate or check-in counter
Online booking	Complaints related to problems faced when making an online booking such as payment confirmation or e-ticket not received by the consumers
Others	Complaints regarding restricted terms for the travel voucher provided, unable to book with the existing travel voucher, rebooking fee, fare difference imposed to utilise the travel voucher, being stranded in aircraft for refueling, the itinerary being sent to an unknown email address, misleading information regarding the hand-carry baggage and the currency change for rebooking
Price of ticket	Complaints regarding price of tickets which are charged by airlines
Refunds	Reimbursement of money requested by consumers
Special Assistance/PWD	Complaints regarding special assistance requests for Persons with disability
Safety & Security	Complaints regarding the inflight safety/security

THANK YOU



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