

MALAYSIAN AVIATION COMMISSION

Consumer Report January to June 2023



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

Table of contents



Content	Page Number
Consumer complaints summary	3
Unactionable complaints registered with MAVCOM	4
Complaints by airline	5
Complaints by category	6
Complaints by airline and category	7
Complaints by airport and category	8
Other Initiatives	
Implementation of the Quality of Service (QoS) framework at KLIA Terminal 1 and KLIA Terminal 2	10
Educating consumers on air travel rights with MAVCOM's FlySmart	11 - 13
Glossary	14

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 January to 30 June 2023 ("1H23").

A total of **3,063 complaints** were registered in 1H23, consisting of 3,031 (99.0%) airline-related complaints and 32 (1.0%) airport-related complaints. This is an increase of 144.8% compared to the corresponding period last year when 1,251 complaints were registered with MAVCOM. The lower number of complaints received in 1H22 was due to the travel restrictions related to COVID-19 and the borders were opened only in April 2022.

83.7% (2,565) of the total complaints received in 1H23 have been resolved and closed by MAVCOM. Complaints related to flight cancellation, refunds and mishandled baggage, contributed 47.6% (1,458) of the total complaints in 1H23. Through MAVCOM's action, **4.7%** 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 **1,332 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 185 complaints, followed by Malaysia Airlines with 96 complaints and AirAsia with 56 complaints.

Complaints against AirAsia accounted for 38.6% (1,183) of the total complaints received, followed by Malaysia Airlines at 32.7% (1,002), and AirAsia X at 12.7% (388).

Unactionable complaints registered with MAVCOM



In addition to the 3,063 complaints that were registered, MAVCOM received 1,332 complaints that could not be assessed due to the following reasons:

- 923 complaints had incomplete documents, resulting in MAVCOM's inability to accurately and fairly evaluate the complaints, **despite MAVCOM's follow-up through email communication**. However, MAVCOM will continue to review cases if consumers submit documentation beyond 7 days;
- 164 complaints were beyond the scope of MACPC;
- 73 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") ;
- 65 complaints were not related to the aviation industry;
- 58 complaints were related to bookings made through travel agents and the consumers had approached MAVCOM for assistance;
- 46 consumers had requested to withdraw the complaint as a fair resolution was provided by the airline; and
- 3 complaints were more than one year from the date of the incident.

The reason for the unactionable complaints will be communicated to the consumer through email communication.

Complaints by airline

Table 1 : Consumer complaints by airline, 1H23 vs 1H22

Complaints/Airlines	AirAsia		AirAsia X		Batik Air		Firefly		Foreign Airlines		Malaysia Airlines		MASwings		MYAirline		SKS Airways		Total	
	Jan to June		Jan to June		Jan to June		Jan to June		Jan to June		Jan to June		Jan to June		Jan to June		Jan to June		Jan to June	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Complaints registered with MAVCOM	1,690	1,219	483	86	288	171	133	35	167	72	1,391	975	31	16	109	NA	1	2	4,293	2,576
Complaints registered with MAVCOM (with complete documents)	1,183	527	388	48	211	99	83	18	74	32	1,002	509	21	6	68	NA	1	1	3,031	1,240
Total passengers carried (000' 000)	10.5	5.5	1.0	0.008	2.0	0.6	0.9	0.5	NA	NA	5.2	2.6	0.4	0.4	0.9	NA	0.005	NA	21.0	9.6

Source: MAVCOM, Air Service License ("ASL") Holders

Note: MYAirline started operation in December 2022

Complaints against airlines registered with MAVCOM increased **66.7%**, from 2,576 to 4,293 compared to the corresponding period last year (see Table 1). Most airlines registered an increase in complaints in 1H23 with the exception of SKS Airways which saw a decrease from 1H22.

The total number of passengers carried by airlines increased significantly in comparison to the same period last year. For every 500,000 passengers carried, AirAsia X received the highest number of registered complaints with 185 complaints, followed by Malaysia Airlines with 96 complaints and AirAsia with 56 complaints.

Complaints by category

The top three complaint categories registered with MAVCOM in 1H23 were flight cancellation, refunds and mishandled baggage. (see Table 2). For the same period in 2022, flight rescheduling was the top complaint followed by complaints on flight cancellation and online booking.

Complaints related to **flight cancellation** increased from 211 complaints in 1H22 to **564 complaints** in 1H23, representing an increase of 167.3%. AirAsia contributed 50.5% of the complaints related to flight cancellation.

Complaints related to **refunds** increased significantly from 99 complaints in 1H22 to **517 complaints** in 1H23. AirAsia registered 46.4% (240) of the complaints on refunds, followed by Malaysia Airlines with 31.9% (165).

Mishandled baggage complaints in 1H23 increased by 314.3% from 91 complaints in 1H22 to **377 complaints** in 1H23. Malaysia Airlines registered 67.1% (253) of the complaints on mishandled baggage followed by AirAsia with 12.5% (47).

Table 2: Complaints by category, 1H23

Complaints Category	Number of complaints	% of total
Flight cancellation	564	18.4
Refunds	517	16.9
Mishandled baggage	377	12.3
Online booking	361	11.8
Flight rescheduling	346	11.3
Flight delays	292	9.5
Frequent flyer program	176	5.7
Offloaded	143	4.7
Customer service	68	2.2
Others	56	1.8
Facilities/inflight services	52	1.7
Price of tickets	41	1.3
Communication of change in flight status	31	1.0
Denied boarding	22	0.7
Safety and security	8	0.3
Special assistance/Person with Disability	8	0.3
Lounge	1	0.03
Total	3,063	100

Note: 'Others' complaints include restricted terms for travel voucher, consumers' inability to book flights with the travel voucher, excessive baggage/golf baggage fee, separate seat assignments despite one booking.

Complaints by airline and category

AirAsia contributed the highest number of complaints related to flight cancellation and refunds, while mishandled baggage complaints were predominantly contributed by Malaysia Airlines.

Table 3: Complaint categories by airline, 1H23 vs 1H22

Airlines/Categories	AirAsia		AirAsia X		Batik Air		Firefly		Foreign Airlines		Malaysia Airlines		MASwings		MYAirline		SKS Airways		Total	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Flight cancellation	285	77	77	2	47	16	21	-	4	3	115	113	9	-	6	-	-	-	564	211
Refunds	240	33	59	1	46	16	-	1	1	1	165	47	1	-	5	-	-	-	517	99
Mishandled baggage	47	10	12	-	25	-	3	2	30	8	253	70	3	1	4	-	-	-	377	91
Online booking	167	63	27	1	25	18	8	7	3	2	115	42	2	-	14	-	-	-	361	133
Flight rescheduling	215	151	59	-	10	10	23	2	6	1	25	69	1	-	7	-	-	-	346	233
Flight delays	76	74	25	-	14	4	19	3	12	3	131	14	-	3	15	-	-	-	292	101
Frequent flyer program	42	39	89	41	5	1	-	-	-	-	39	14	-	-	1	-	-	-	176	95
Offloaded	35	21	14	-	11	5	4	2	9	10	58	43	3	2	9	-	-	-	143	83
Customer service	12	11	5	-	8	4	4	-	1	-	29	30	-	-	1	-	-	-	60	45
Others	8	1	5	3	7	21	1	-	-	2	28	28	1	-	1	-	-	-	51	55
Price of tickets	19	7	5	-	4	-	-	-	1	-	10	8	-	-	2	-	-	-	41	15
Facilities/inflight services	6	7	3	-	5	1	-	1	4	-	19	9	-	-	1	-	-	-	38	18
Communication of change in flight status	9	21	8	-	1	2	-	-	2	2	8	16	1	-	2	-	-	1	31	42
Denied boarding	16	10	-	-	1	1	-	-	1	-	3	-	-	-	-	-	1	-	22	11
Special assistance/PWD	3	2	-	-	2	-	-	-	-	-	3	2	-	-	-	-	-	-	8	4
Safety and security	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	3	3
Lounge	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1	1
Total	1,183	527	388	48	211	99	83	18	74	32	1,002	509	21	6	68	-	1	1	3,031	1,240

Note: 'Others' complaints include restricted terms for travel voucher, consumers' inability to book flights with the travel voucher, excessive baggage/golf baggage fee, separate seat assignments despite one booking.

Complaints by airports and category

MAVCOM received **32 complaints** involving airports in 1H23, as compared to 11 complaints in the same period of 2022.

Table 4: Complaint categories by airport, 1H23 vs 1H22

Airports/ Categories	Ipoh Airport		Kota Bharu Airport		Kota Kinabalu International Airport		Kuala Lumpur International Airport (KLIA) Terminal 1		Kuala Lumpur International Airport (KLIA) Terminal 2		Kuching International Airport		Penang International Airport		Senai International Airport		Tawau Airport		Grand Total	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Customer service	-	-	-	-	-	-	3	1	3	1	-	-	-	-	2	-	-	-	8	2
Facilities	1	-	1	1	3	1	1	3	2	-	2	1	2	2	2	-	-	1	14	9
Others	1	-	-	-	-	-	3	-	1	-	-	-	-	-	-	-	-	-	5	-
Safety and security	-	-	-	-	1	-	3	-	1	-	-	-	-	-	-	-	-	-	5	-
Grand Total	2	-	1	1	4	1	10	4	7	1	2	1	2	2	4	-	-	1	32	11

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

'Others' comprise complaints missing valuables in airports, offloaded by the airport security, toddler slipped in the airport vicinity, facilities available to transfer from KLIA T1 to KLIA T2 and touts in the airport

The total passenger movements across all Malaysia airports between the period of January to June 2023 amounted to 40.4 million in contrast to 21.2 million for the same period in 2022.

Other Initiatives

Implementation of Quality of Service (QoS) framework at KUL1 and KUL 2



From the **overall 28 service quality elements** in the QoS framework, **MAVCOM had implemented** a total of **20 service quality elements** as of 30 June 2023 at **both terminals** (KUL1 and KUL2). Details of the implementation are as follows:

Service Quality Category			
Service Quality Elements	Passenger Comfort and Facilities	Operator and Staff Facilities	Passenger and Baggage Flows
	<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 KUL1 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 for both terminals are related to queueing times, including areas at the kerbside, check-in counters, passenger security search on departure, immigration counters, and customs checkpoints. The implementation of those elements was previously targeted in 4Q22. Due to the termination of contract for the queueing system by the airport operator, MAHB, the implementation of these elements had been deferred. Furthermore, the recalibration of the queueing sensors will also be finalized by end of August 2023 (3 months shadow period – Sept. to Nov. 2023). Hence, the **full implementation** of all 28 service quality elements are expected to be completed by **December 2023**.

As for other airports in Malaysia, MAVCOM has commenced the development phase of the QoS framework at Subang (**SZB**), Kota Kinabalu (**BKI**), and Langkawi (**LGK**). In July 2023, the QoS framework for BKI and LGK has been implemented. Implementation of the QoS at SZB is currently put on-hold in view of the government's decision on the redevelopment of the airport. As for the remaining 21 airports, the QoS framework will be implemented progressively between 2024 and 2027.

Proposed Enhancements to the Malaysian Aviation Consumer Protection Code (MACPC) 2016



Protecting air travel consumer rights

As part of our continuous effort to protect traveling consumers, the Commission is enhancing the Malaysian Aviation Consumer Protection Code 2016 (MACPC) based on key learnings post the COVID-19 pandemic as well as analysis of the complaints lodged with MAVCOM which provided further insight into the areas of the Code requiring fine-tuning and refinements.

In 2022, the Commission held several engagements with stakeholders, including hosting an international hybrid webinar on aviation consumer protection entitled, "Charting the New Frontier: Aviation Consumer Protection Needs Today and Beyond" as well as published 2 Consultation Papers to gather perspectives, ideas, and critical feedback on the proposed amendments to the MACPC.

The proposed enhancements amongst others include;

- i. Standardisation of refund terminology and mode of refund
- ii. Removal of cancelled flights from airlines booking system (airline or travel agent)
- iii. Flight delays of 5 hours or more, consumer will be offered the choice of reimbursement of the full cost of the ticket within 30 days or accommodation and transport
- iv. Two years of time limitation for lodgment of complaints
- v. Communication of flights of rescheduling of 3 hours or more (before or after the scheduled departure time), airlines must inform consumers at least 24 hours from the flight scheduled time of departure.
- vi. For flight cancellation, flight rescheduling, route cessation or flight delay of 5 hours or more is caused by extraordinary circumstances, airlines must first offer a refund unless consumer chooses for an alternative forms of refund offered by the airlines.

The gazettelement of the proposed enhancements to the MACPC is targeted to be by the end of 2023 with the expected implementation for January 2024.

Introduction of additional number of communication platforms available to Educate Consumers on Air Travel Rights

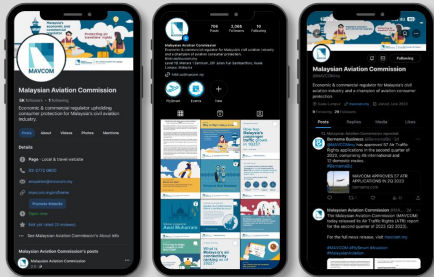


MAVCOM has multiple channels for consumers to learn more about their air travel rights through its consumer sub-brand, FlySmart.



FlySmart Website (www.flysmart.my)

FlySmart website offers information for travellers, encompassing consumer rights as outlined in the Malaysian Aviation Consumer Protection Code 2016 (MACPC), insightful videos, and commonly asked questions to help consumers make the best of their air travel journeys.



MAVCOM's Social Pages

Facebook

facebook.com/MAVCOM.my

Instagram

instagram.com/mavcom.my

X (formerly known as Twitter)

twitter.com/mavcommmy

FlySmart's social media channels, Facebook and Instagram have been rebranded, and the new social media channel – X (formerly known as Twitter –) was launched in June of 2023. FlySmart's interactive social channels not only provide information about air travel, travel tips and news and announcements from MAVCOM, but also allow consumers the opportunity to communicate with MAVCOM team about their travel rights.



FlySmart Mobile Application (flysmart.my/en/flysmart-mobile-app/)

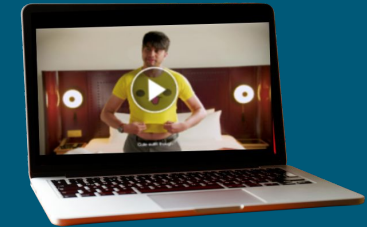
The FlySmart mobile app allows greater accessibility to consumers on the go. The app also provides quick links to the Travel Advisory, information on air travel rights as well as frequently asked questions.

MAVCOM Continues Digital Campaign and On-ground Activation to Educate Consumers



FlySmart Digital Campaign

A digital consumer campaign encompassing educational videos on air travel rights was produced and published on various platforms from December 2022 to February 2023 with the main objectives of raising awareness of consumer rights as well to encourage the installations of the FlySmart mobile app.

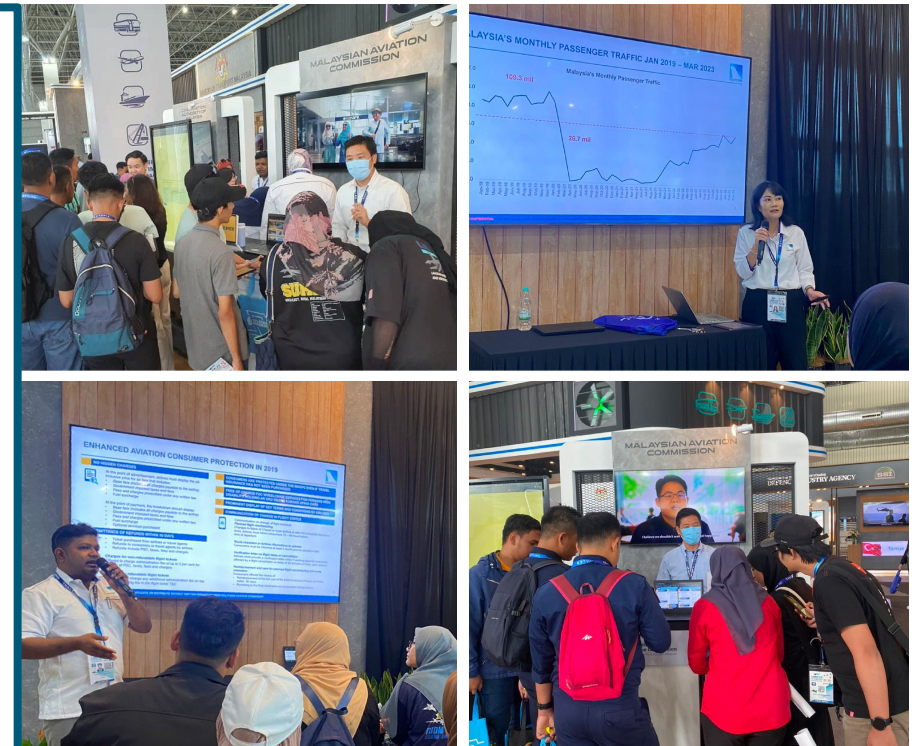


Langkawi International Maritime and Aerospace Exhibition (LIMA)

After a four-year-long hiatus, 23 to 27 May 2023 saw the return of the Langkawi International Maritime and Aerospace Exhibition (LIMA).

At the event, MAVCOM engaged with industry stakeholders and the public during Pocket Talk presentations on entitled **The Consumer Code: Key to a Sustainable Future for Aviation Consumers** where MAVCOM shared the evolution of the Malaysian Aviation Consumer Protection Code 2016 (MACPC), current air travel consumer rights as well as proposed enhancements to the MACPC.

MAVCOM also engaged with members of the industry through its session on **Aviation Sustainability: Competition and Future Outlook** where we provided insights into the current state of the aviation sector. Namely, on the importance of competition in uplifting the industry post-pandemic.



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Glossary

Categories	Details
Communication of change in flight status	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 include restricted terms for travel voucher, consumers' inability to book flights with the travel voucher, excessive baggage/golf baggage fee, separate seat assignments despite one booking. Complaints of missing valuables in airports, offloaded by the airport security, toddler slipped in the airport vicinity, facilities available to transfer from KLIA T1 to KLIA T2 and touts in the airport.
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

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