

MALAYSIAN AVIATION COMMISSION

Consumer Report July to December 2024



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

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Executive Summary



This Consumer Report summarizes consumers' complaints registered with the Malaysian Aviation Commission ("MAVCOM") for a 6-month period from 1 July to 31 December 2024 ("2H24"). The dataset consists of **complaints submitted through the Commission's website, mobile application, e-mails, telephone calls, mails and walk-ins**. A total of **2,613 complaints were received in 2H24**, an increase of 34% compared to 2H23 of 1,948 complaints.

2,581 complaints related to **airlines** contributed 99% of the total complaints, while the remaining **32 complaints** (1%) were related to **airports**. Malaysia Airlines accounted for 921 (35%) of the total complaints received, followed by AirAsia with 611 (23%) and Batik Air with 437 (17%).

2,598 (99%) of the total complaints received in 2H24 were resolved and closed by MAVCOM. Complaints related to flight cancellation, flight delays and flight rescheduled accounted for 53% (1,391) of the total complaints in 2H24. Through MAVCOM's action, **37%** of the complaints resulted in the airlines reversing their initial decisions, by providing resolutions that are more equitable and satisfactory to the affected consumers.

AirAsia, AirAsia X, Batik Air, Firefly, Malaysia Airlines, and MASwings successfully achieved a 90% **complaint resolution rate**, indicating strong customer service responsiveness. Foreign airlines operating in Malaysia exhibited the lowest resolution rate at 54%, suggesting a need for enhanced customer service standards and adherence to local regulations.

Malaysian carriers carried **a total of 27.5 million passengers** in 2H24. For **every 1,000,000 passengers carried**, Firefly received the highest number of registered complaints with 256 complaints, followed by Malaysia Airlines with 142 complaints and Batik Air with 111 complaints.

Executive Summary



The Consumer Rights Awareness Survey, commissioned by MAVCOM and conducted by NielsenIQ Malaysia in Q4 2024, was carried out **to assess consumers' understanding of their air travel rights and their experiences with aviation services**. The survey was conducted over four weeks, with over **2,000 respondents** who had travelled through a Malaysian airport at least once in the past 12 months. It examined consumer awareness with their travel rights, common travel issues, and the effectiveness of complaint handling by airlines, airports, and MAVCOM.

Findings from the survey indicate that **67% of respondents** were aware of their air travel rights, reflecting a **7% increase** from 2022. **Awareness of MAVCOM** also grew, **with 53%**, up from 42% in 2022, recognising the Commission's role in consumer protection,.

Despite the increase in complaints, consumer confidence in complaint resolution remains strong. **53% of respondents filed a complaint in 2024, compared to 50% in 2022**. Additionally, satisfaction with airline customer service has improved, **with 88% of respondents satisfied with the responsiveness by airlines and 78% were satisfied with compensation** handling, showing a positive shift in how airlines address consumer concerns.

These findings reaffirm the importance of MAVCOM's continued public outreach and education efforts to further strengthen consumer awareness and ensure effective complaint resolution by airlines and airports.

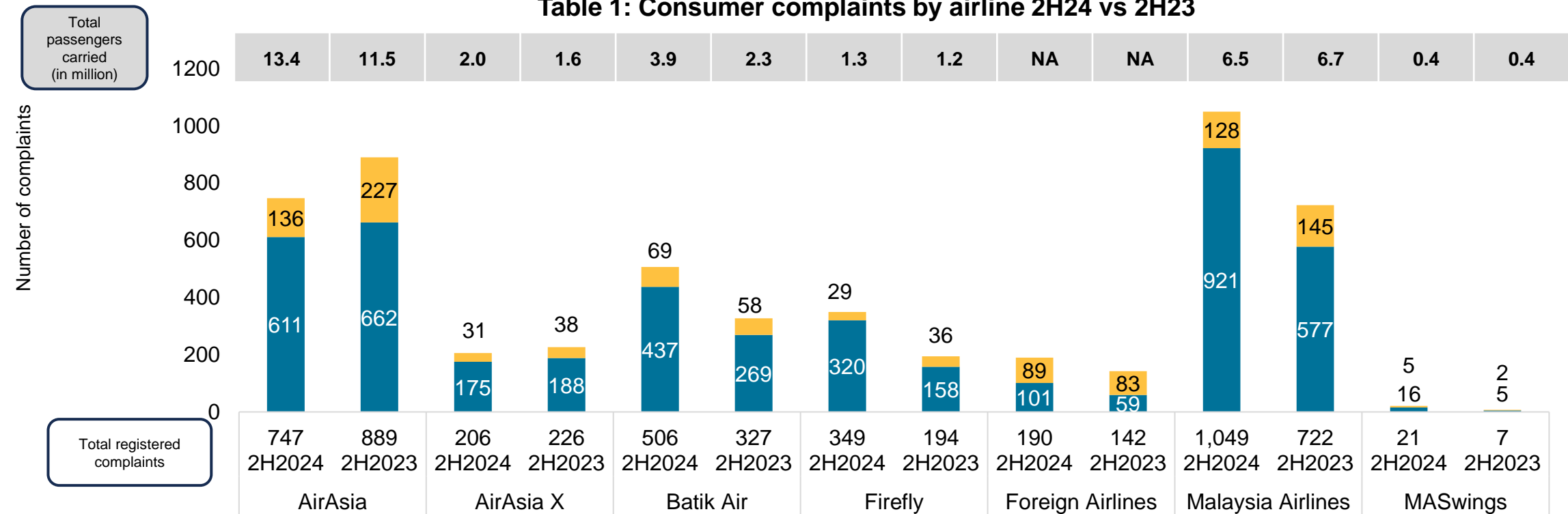
Complaints by airline



Complaints against airlines registered with MAVCOM increased by 34%, from 1,920 to 2,581 compared to the same period last year (see Table 1). All airlines with the exception of AirAsia and AirAsia X, have shown an increase in the total number of complaints received.

In comparison with the same period last year, the overall number of passengers carried by Malaysian Carriers increased by 16.4% from 23,652,261 to 27,537,508. For every 1,000,000 passengers carried, Firefly received the highest number of registered complaints with 256 complaints, followed by Malaysia Airlines with 142 complaints and Batik Air with 111 complaints.

Table 1: Consumer complaints by airline 2H24 vs 2H23



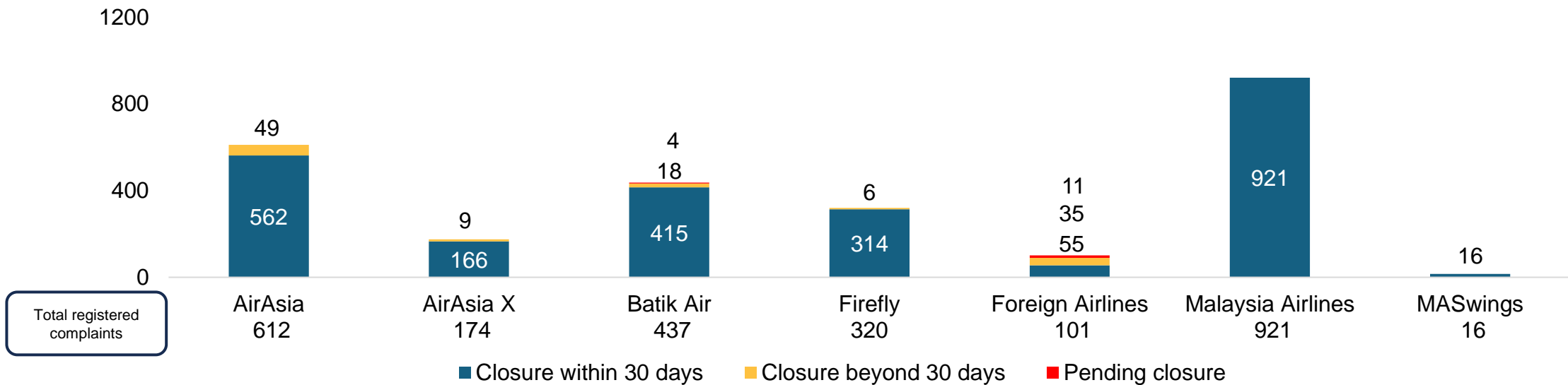
Source: MAVCOM, Air Service License (“ASL”) Holders

■ Complaints with complete documents ■ Complaints that could not be assessed further

Consumer complaints resolution by airline within 30 days



Table 2: Consumer complaints resolution by airline 2H24



Airlines	Target	Total Complaints received	Complaints Closed within 30 days
AirAsia	90%	611	92%
AirAsia X		175	95%
Batik Air		437	96%
Firefly		320	98%
Foreign Airlines		101	54%
Malaysia Airlines		921	100%
MASwings		16	100%

- All airlines have successfully achieved the 90% target of resolving complaints within 30 days except for Foreign Airlines.

Closure rate as of 5 February 2025

Top 10 complaints by category



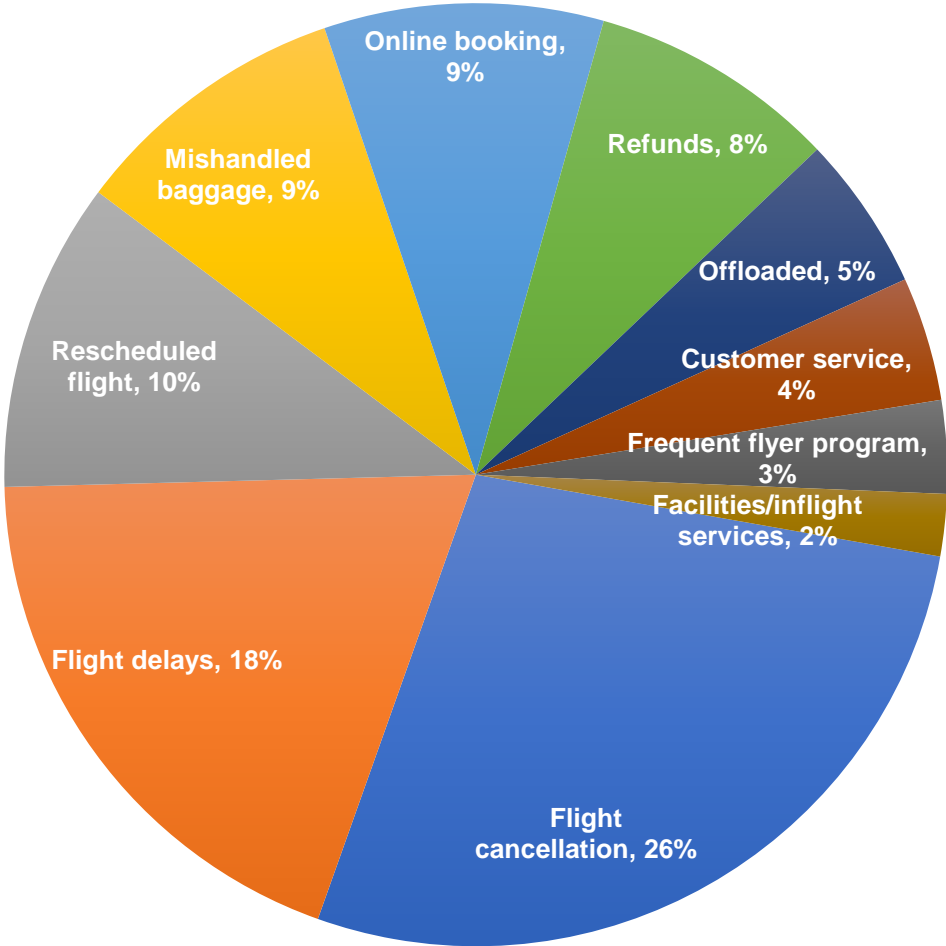
In 2H24, MAVCOM received the highest number of complaints regarding flight cancellation, delay, and rescheduled flights (see Table 3). For the same period in 2023, refunds were the top complaints, followed by complaints on flight cancellation and flight delays.

Complaints related to **flight cancellation** increased from 250 complaints in 2H23 to **659 complaints** in 2H24. Malaysia Airlines registered 52% (340) of the total flight cancellation complaints followed by Batik Air with 17% (113).

Flight delay complaints in 2H24 increased by 92% from 245 complaints in 2H23 to **471 complaints** in 2H24. AirAsia registered 36% (169) of the total complaints on flight delay followed by Malaysia Airlines with 26% (123).

Complaints related to **rescheduling of flights** increased from 199 complaints in 2H23 to **261 complaints** in 2H24, representing a 31% increase. Firefly contributed 37% (96) of the complaints related to rescheduling of flight followed AirAsia with 22% (58).

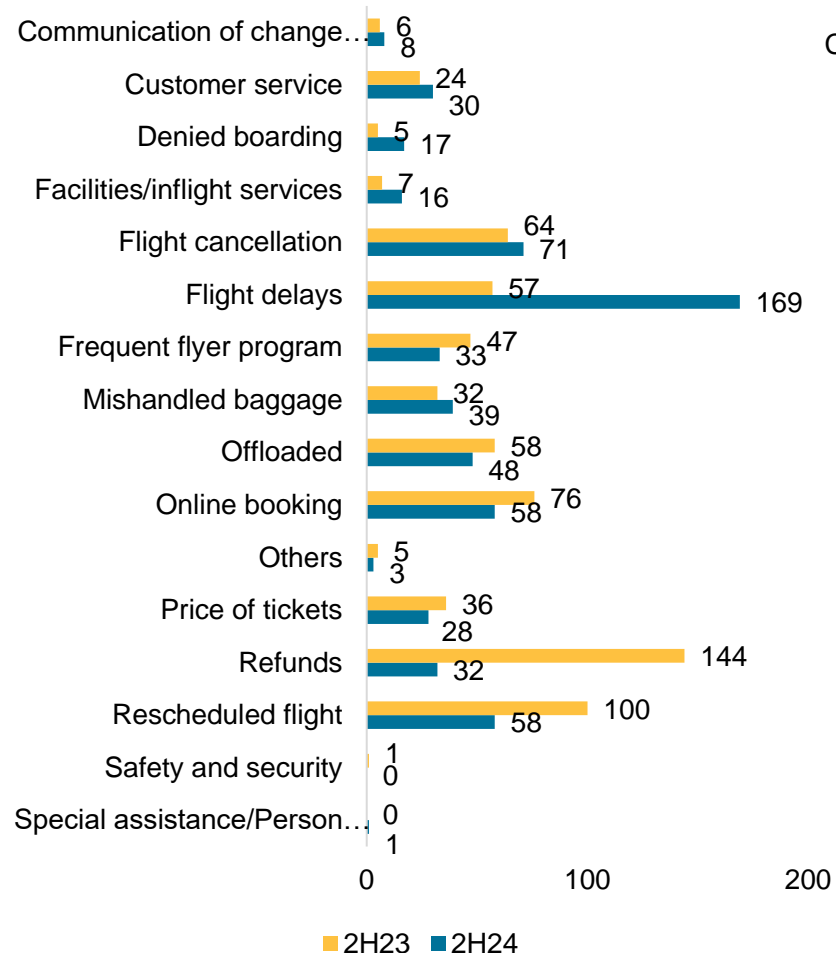
Table 3: Top 10 complaints by category, 2H24



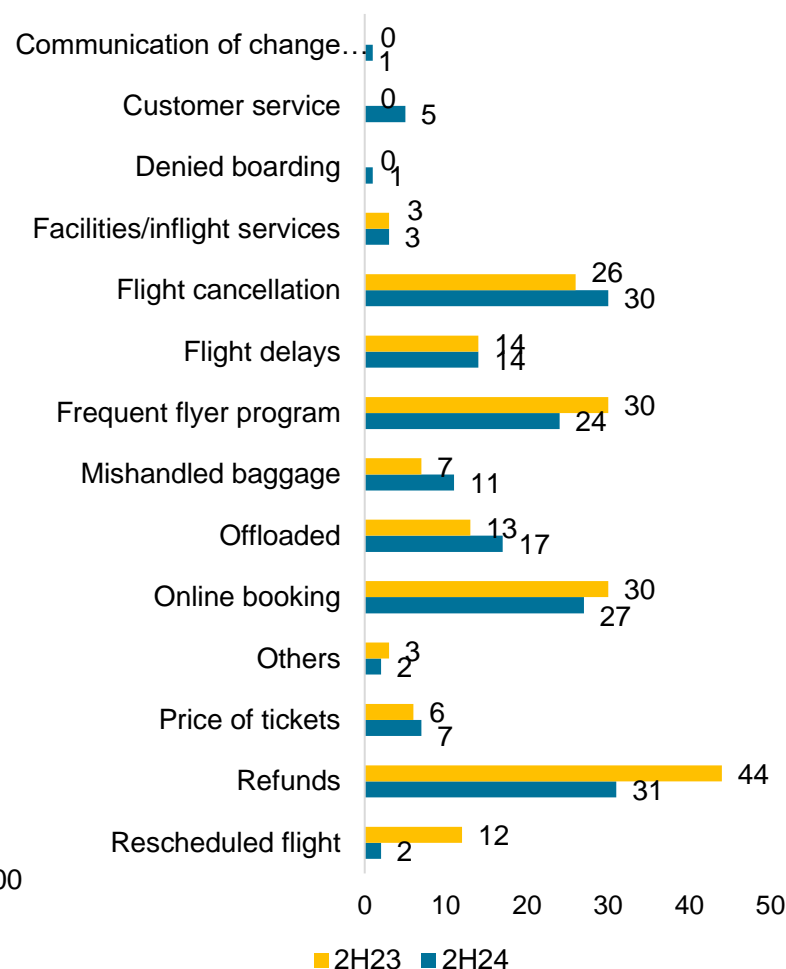
Note:
The top 10 complaint categories account for 94% of the overall complaints registered with MAVCOM.

Complaints by airline and category (1)

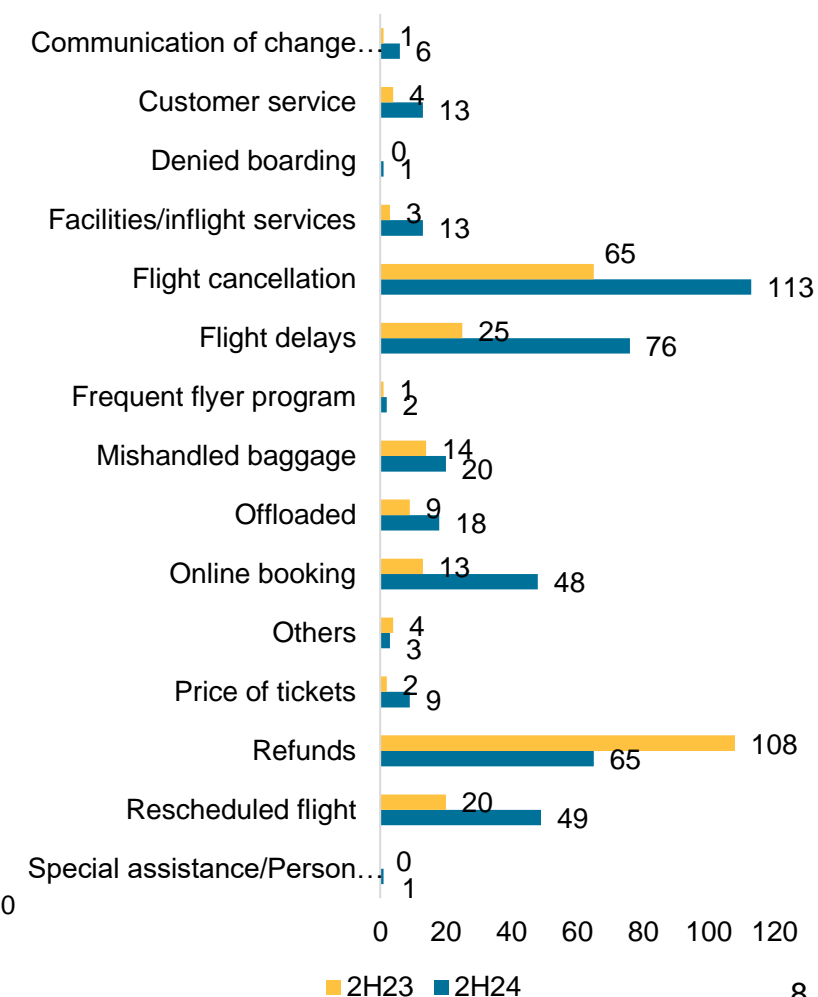
AirAsia
611 complaints



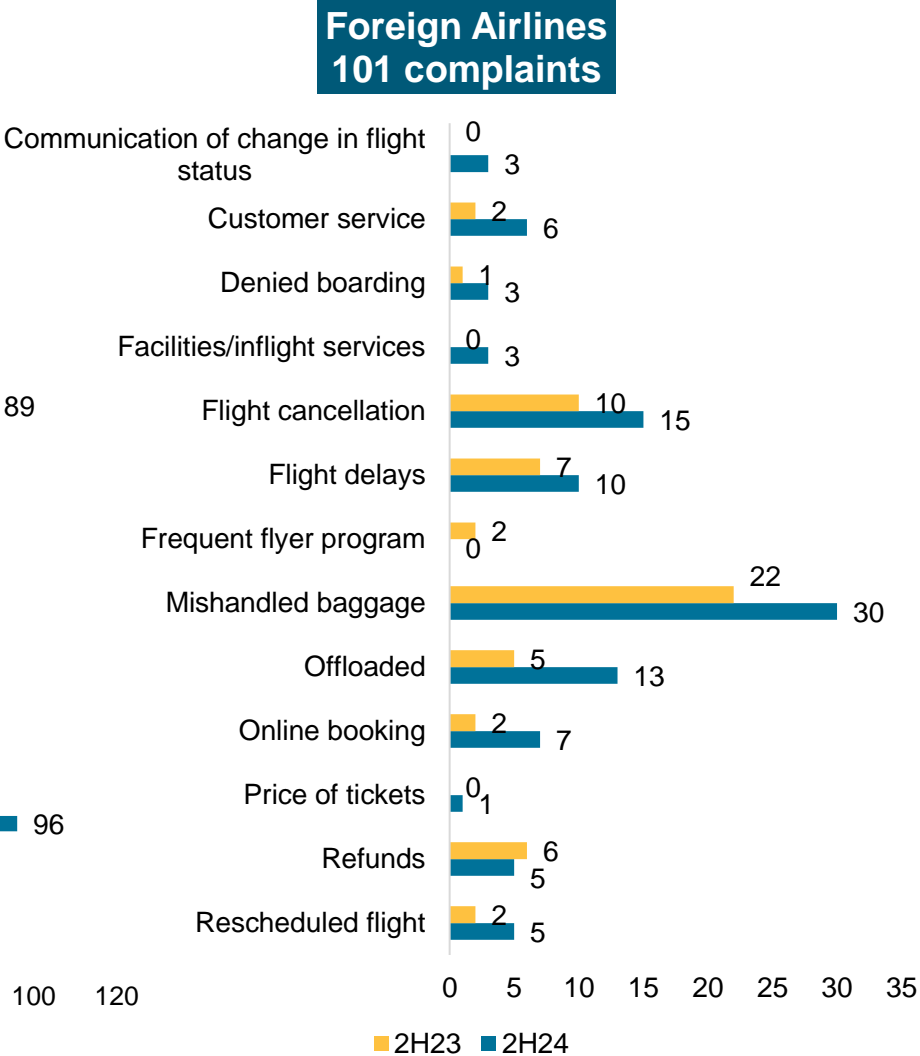
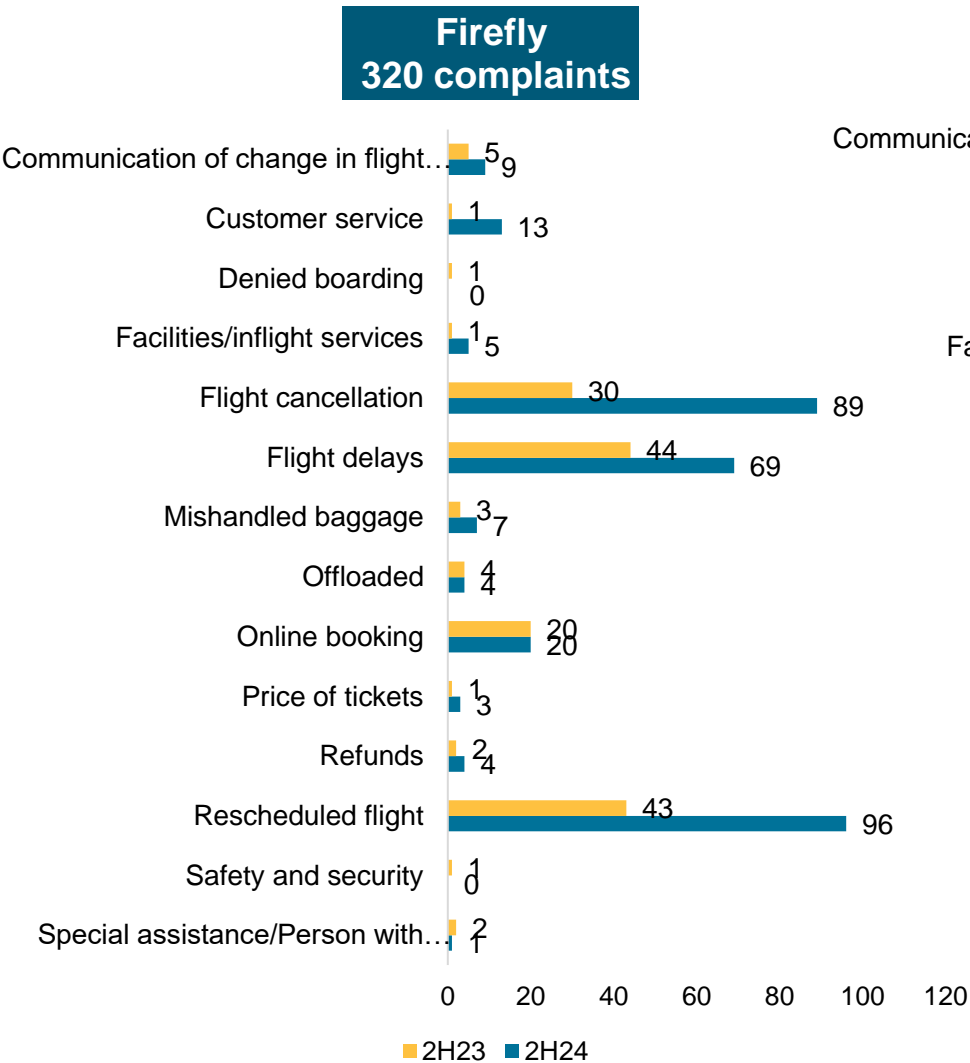
AirAsia X
175 complaints



Batik Air
437 complaints



Complaints by airline and category (2)

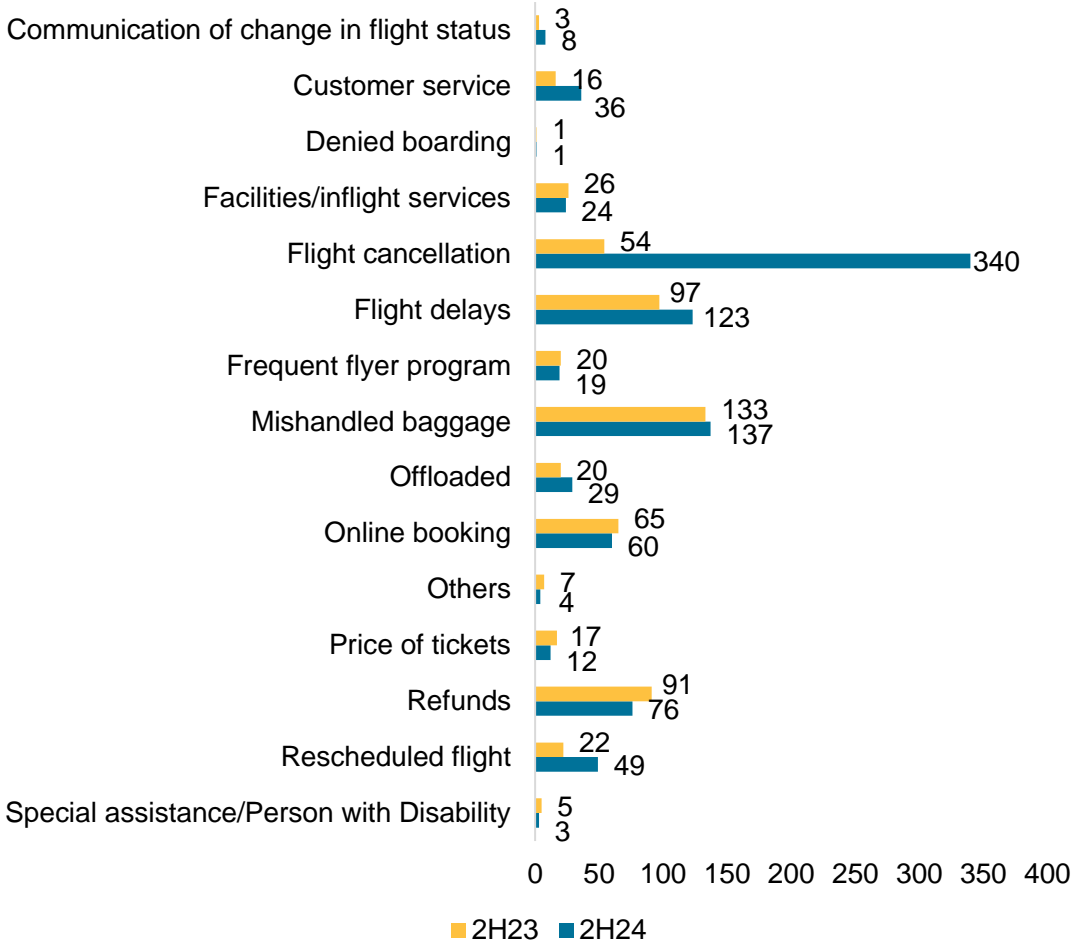


Foreign Airlines	Total complaints
Air Arabia	1
Air China	3
Air Macau	4
All Nippon Airways	1
Asiana Airlines	1
Cambodia Airways	1
Cathay Pacific	2
China Eastern Airlines	4
China Southern Airlines	6
Emirates	9
Etihad Airways	3
flydubai	2
HK Express	1
IndiGo	1
Jetblue	1
Jetstar	1
KLM	2
Lion Air	1
Nepal Airlines	2
Oman Air	2
Qatar Airways	6
Saudia	7
Scoot	8
Shanghai Airlines	1
Sichuan Airlines	1
Singapore Airlines	3
SriLankan Airlines	3
Super Air Jet	2
TransNusa	9
Turkish Airlines	6
Xiamen Airlines	7
Total	101

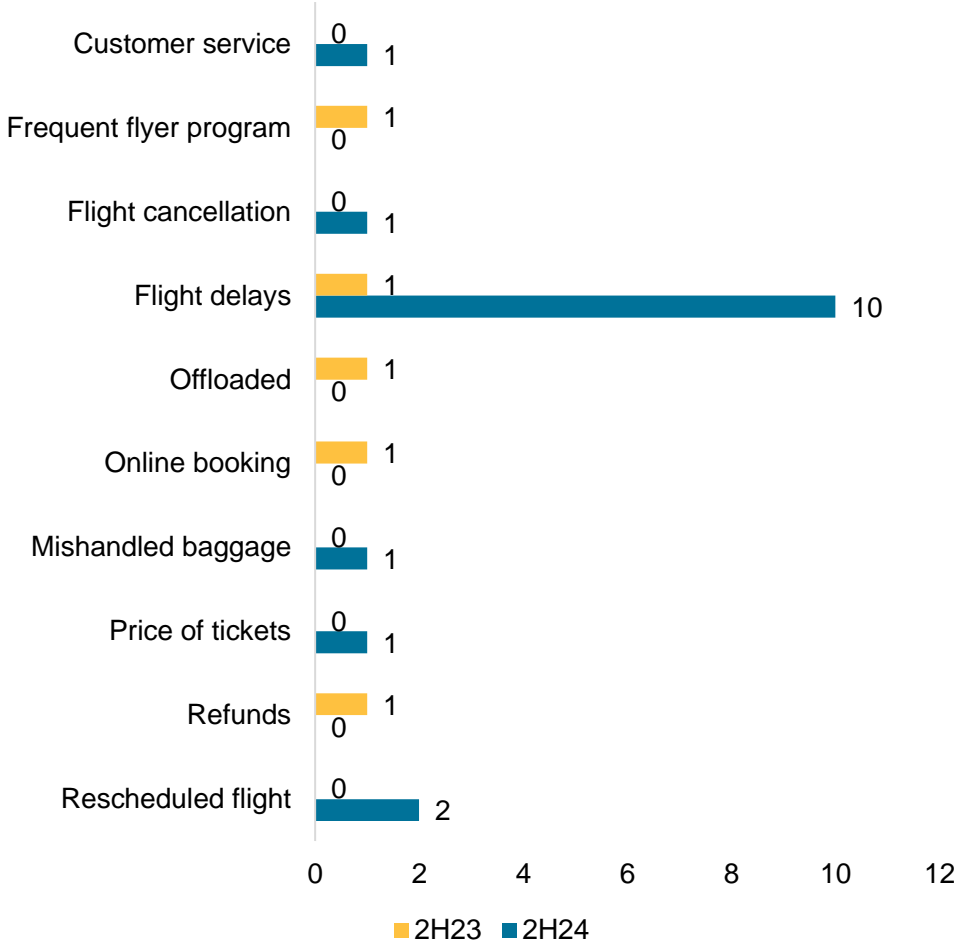
Complaints by airline and category (3)



Malaysia Airlines
921 complaints



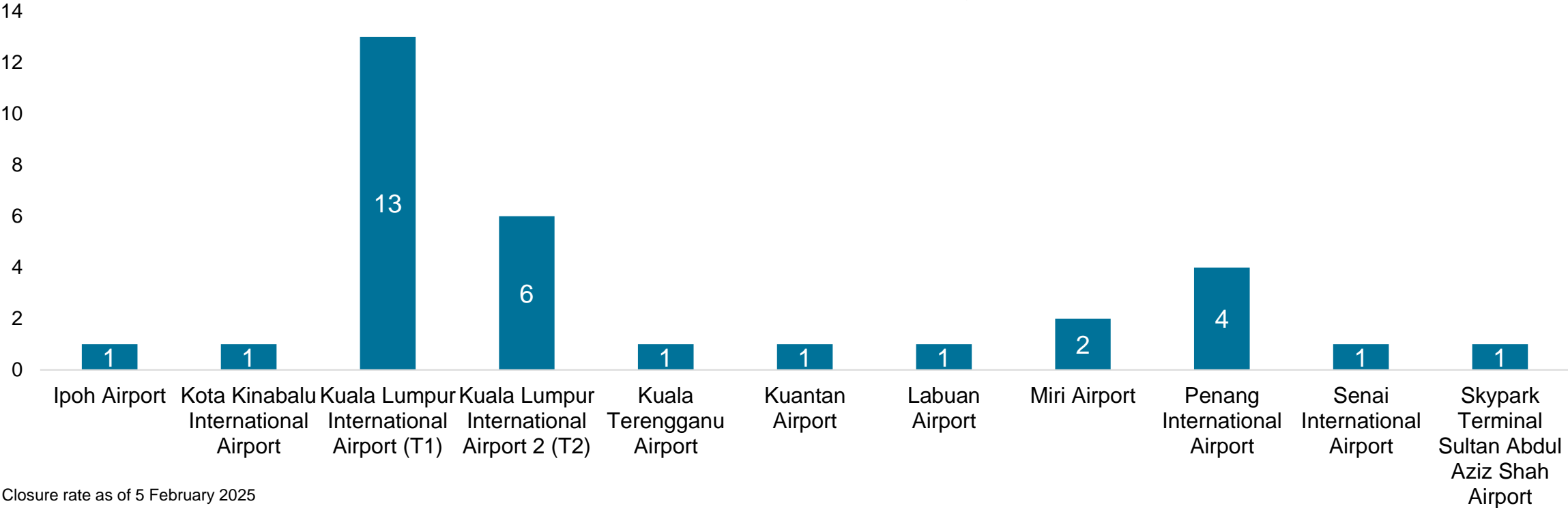
MASwings
16 complaints



Consumer complaints resolution by airport within 30 days



Table 4: Consumer complaints resolution by airport 2H24

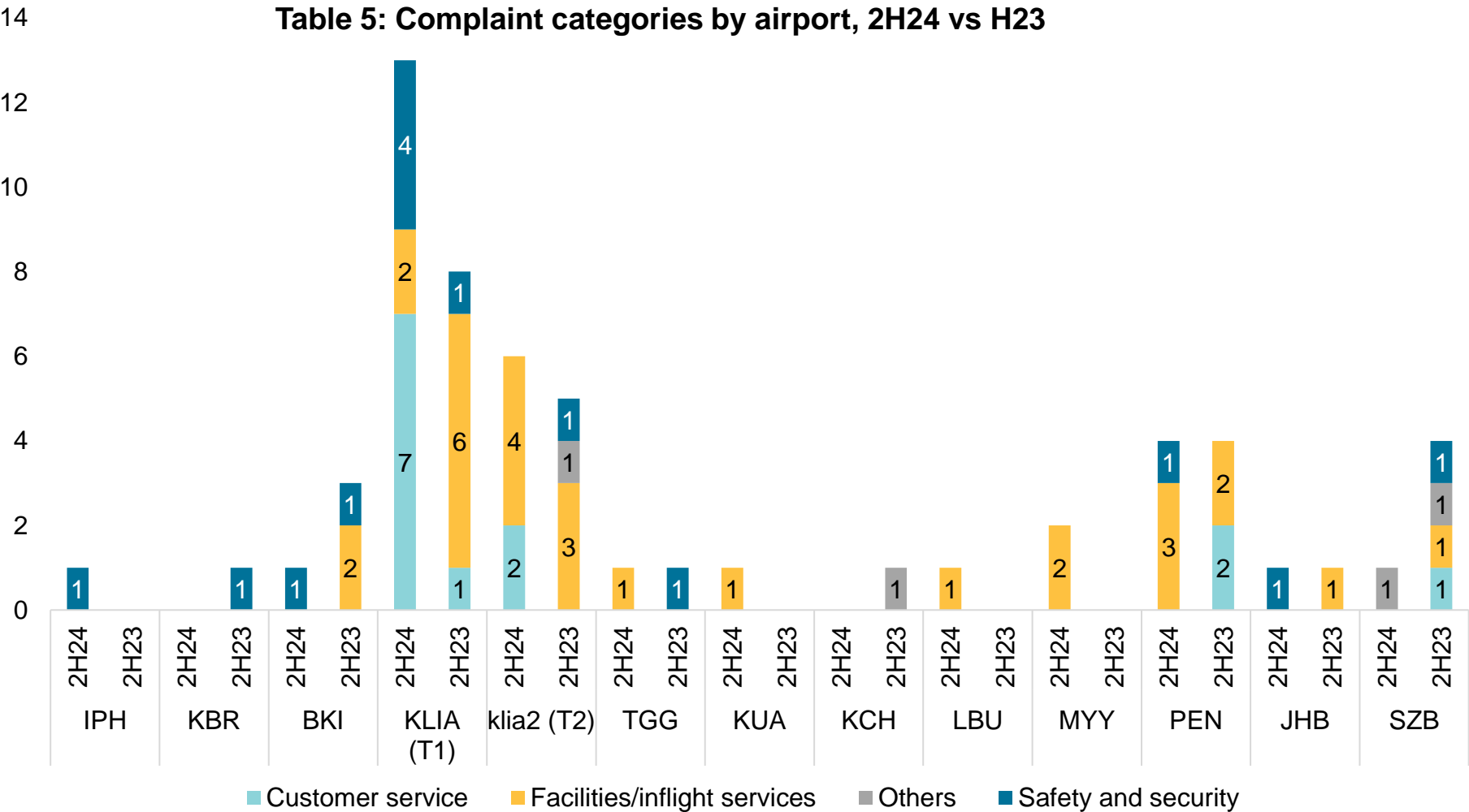


Airports resolved all 32 complaints received in 2H24 within 30 days, an increase from 28 complaints in the same period last year.. Terminal 1 recorded the highest number of complaints with 13 complaints, followed by Terminal 2 with 6 complaints. Airport facilities were the primary issue that was reported.

Complaints by airports and category



Table 5: Complaint categories by airport, 2H24 vs H23



MAVCOM received **32 complaints** involving airports in 2H24, as compared to 28 complaints during the same period in 2023.

Complaints regarding airport customer service increased from 4 in 2H23 to **9 complaints in 2H24**.

Total passenger movements across all Malaysia airports increased by 16.8%, reaching 50.6 million, in contrast to 43.3 million in the corresponding period of 2023.

Note*: The "Others" category includes a complaint about night flight schedules at Skypark Terminal Sultan Abdul Aziz Shah Airport

Unactionable complaints registered with MAVCOM



In addition to the 2,613 complaints, MAVCOM received **541 unactionable complaints** that could not be assessed due to the following reasons:

- ✈ 295 complaints had incomplete documents, resulting in MAVCOM's inability to accurately and fairly evaluate the complaints, despite MAVCOM's follow-up;
- ✈ 82 complaints were beyond the scope of MACPC;
- ✈ 57 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") ;
- ✈ 34 complaints were not related to the aviation industry;
- ✈ 31 complaints were related to bookings made through travel agents and the consumers had approached MAVCOM for assistance;
- ✈ 18 consumers had requested to withdraw the complaint as a fair resolution was provided by the airline;
- ✈ 14 complaints were related to aviation service providers such as immigration and Civil Aviation Authority of Malaysia ("CAAM"); and
- ✈ 10 complaints were more than *one or two year(s) from the date of the incident.

Note: * MACPC 2016 stipulates that consumers may lodge a complaint within one year of the incident. This has been extended to two years starting 1 September 2024

Airline On-time Performance (OTP) and Flight Cancellation

Airlines' on-time performance (OTP) and flight cancellation

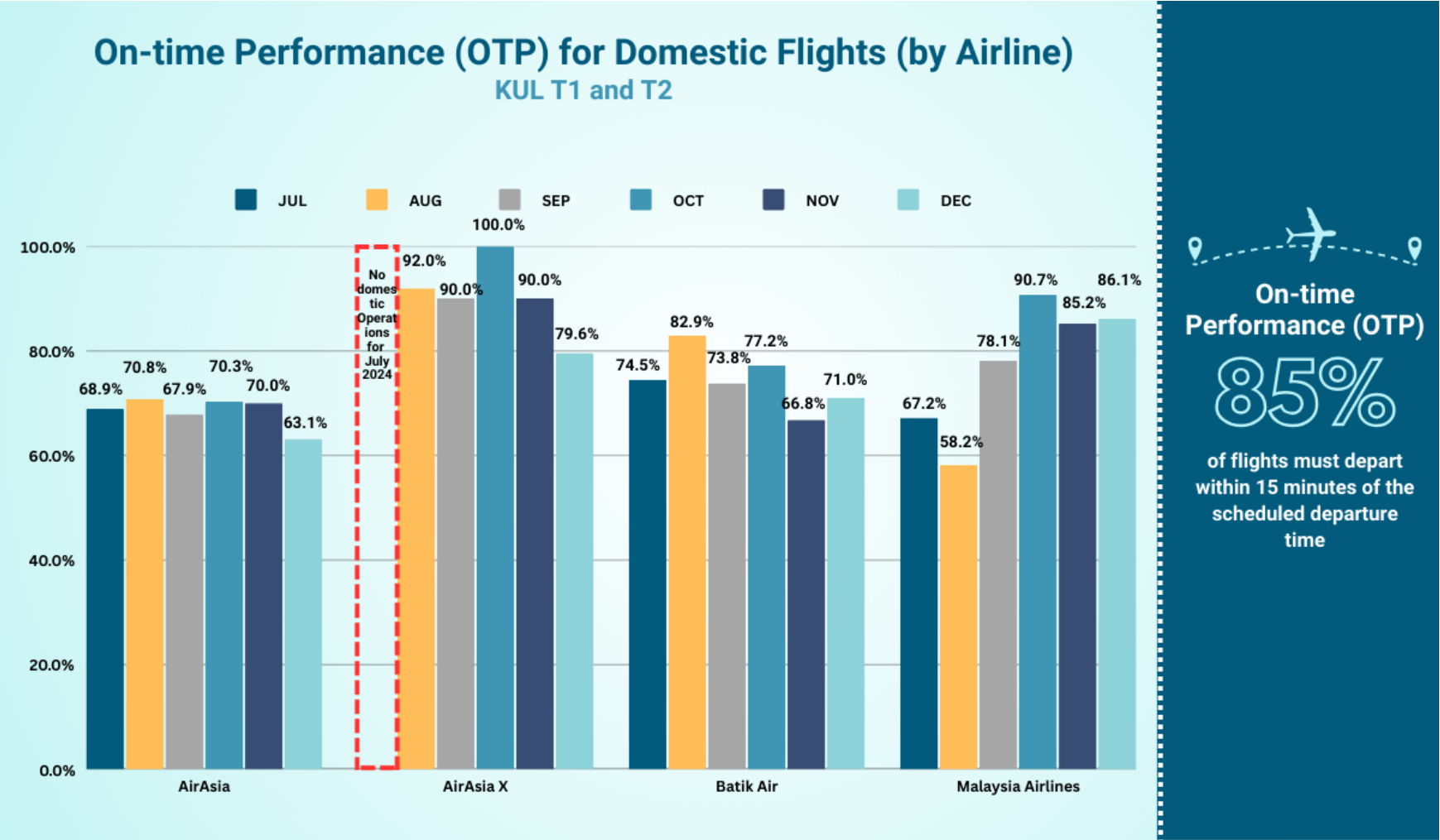


MAVCOM continued to publish the flight performance results for Malaysian carriers departing from KUL T1 and KUL T2. The results are based on two metrics:

- On-time-performance (OTP) for domestic and international flights. OTP refers to the percentage of flights that depart within 15 minutes of their scheduled time of departure (STD). MAVCOM established the OTP target of 85 per cent for all flight departures from Malaysian airports.
- Domestic operated flights based on flight cancellations within 48 hours. The flights operated shown refer to flights that are on schedule within 48 hours before the scheduled time of departure (STD) and flights operated. Airlines must operate at least 80% of their scheduled flights, and flight cancellations are not permitted to exceed 20%. Failure to meet the target may impact airline's application for renewal or additional Air Traffic Rights (ATR) with the Commission.

The data are sourced from the monthly submission of Air Service License ("ASL") Holders. The monthly flight performance is available on the [MAVCOM website](#).

On-time Performance (OTP) for domestic flights by Airlines



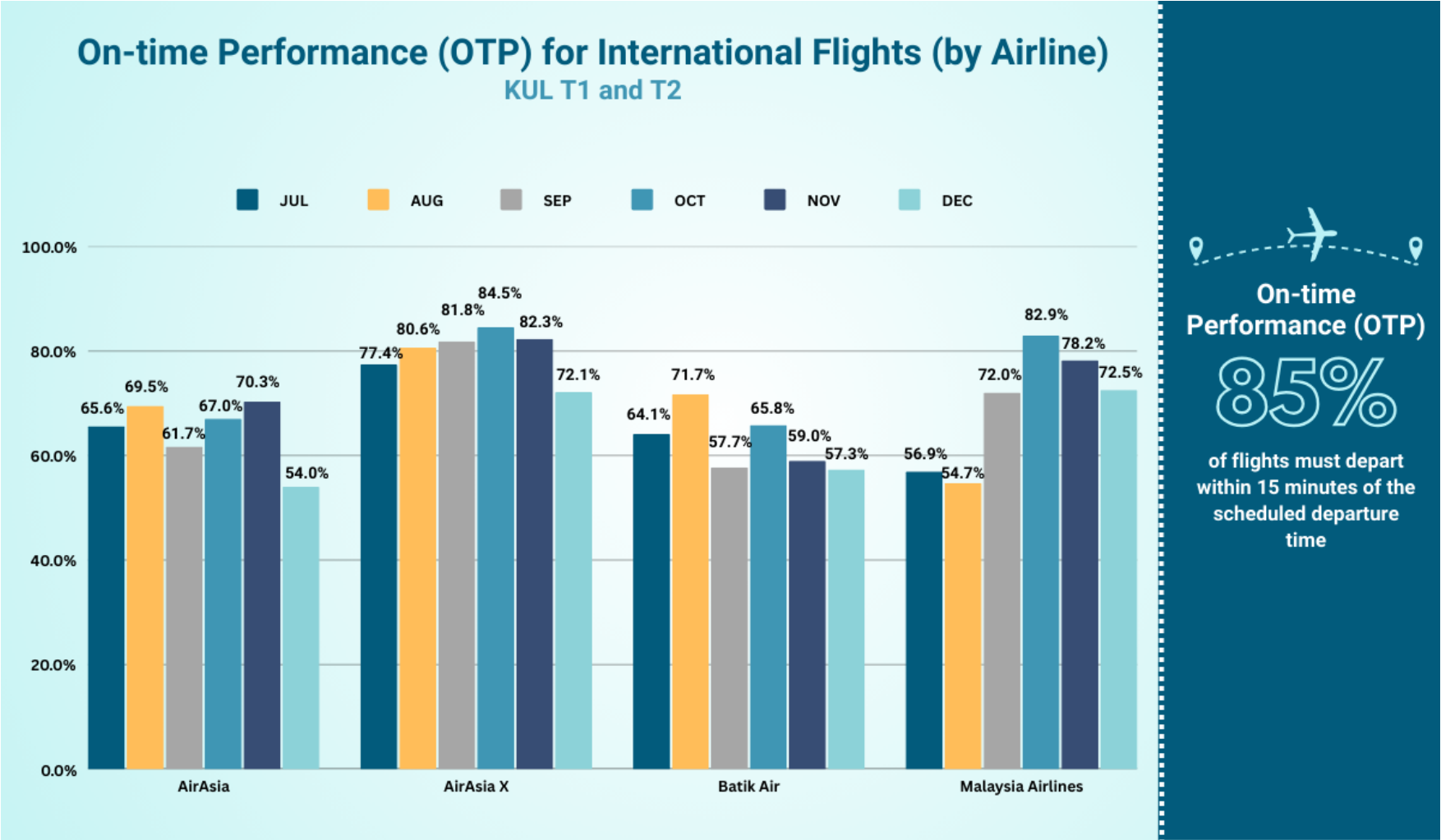
The chart provides information on the on-time performance (OTP) for domestic flights departing from KUL T1 and T2 between July and December 2024.

Malaysia Airlines achieved the OTP target from October to December 2024, while AirAsia X achieved the target from August to November 2024. In contrast, the other airlines did not achieve the 85% target.

AirAsia X did not operate domestic route in July 2024.

Source: Air Service License (“ASL”) Holders

On-time Performance (OTP) for international flights by Airlines

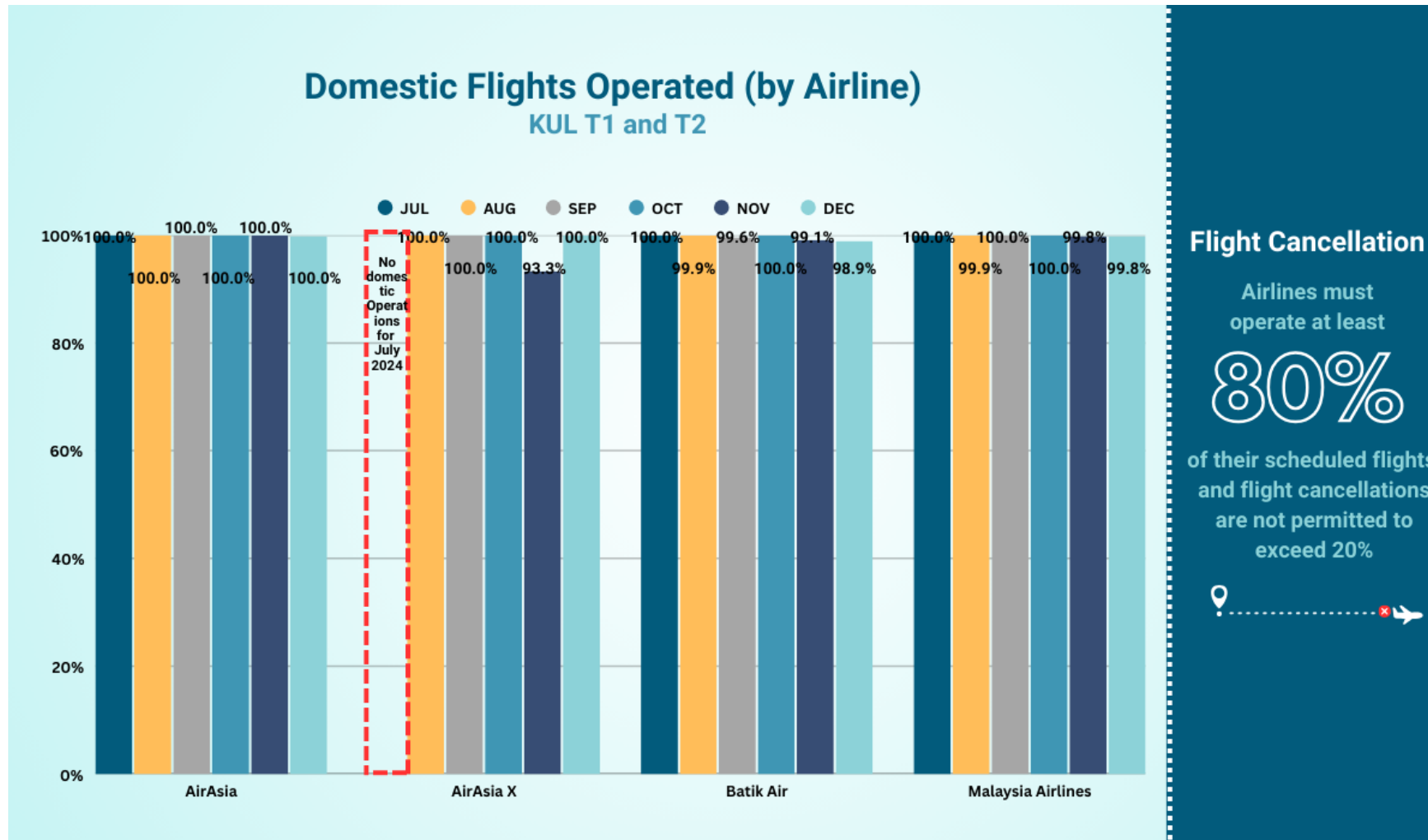


For international sector, all Malaysia carriers still performed below the target of 85% OTP in the second half of 2024.

AirAsia X exceeded other Malaysian carriers by achieving OTP above 80% for the months of August to November 2024. The highest OTP achieved by AirAsia X was 84.5% for the month of October 2024, 0.5% below the OTP target of 85%.

Source: Air Service License (“ASL”) Holders

Domestic flights operated by airlines



All Malaysian carriers achieved the target of operating at least 80% of the scheduled flight from KUL T1 and T2 for the second half of 2024.

AirAsia X did not operate domestic routes in July 2024.

Other Initiatives

Implementation of Airport Quality of Service (QoS) framework at KLIA Terminal 1 & 2



There are **28 service quality elements** in the QoS Scheme for KLIA, and **MAVCOM had implemented** a total of **26 service quality elements** as of 31 December 2024 at **both terminals** (KUL1 and KUL2). Details of the implementation are as follows:



MAVCOM had implemented **four (4) queuing time elements** for both terminals on 1 December 2024 namely inbound, outbound and transfer immigration automatic gates, and check-in counters.

The remaining **two (2) queuing time elements** for both terminals, including kerbside areas and self-service baggage drop (“SSBD”) are expected to be **implemented by Q3 2025**.

● indicates the service quality elements that have been implemented at KUL T1 & T2

Airport Prioritisation of the QoS Framework

Phase 1	Phase 2			Phase 3	
2018 - 2022	2023	2024	2025	2026	2027- Onwards
1. KL International Airport Terminal 1 & Terminal 2 (KUL T1 & T2) ✓	2. Kota Kinabalu International Airport (BKI) ✓ 3. Langkawi International Airport (LGK) ✓	4. Kuching Airport (KCH) ✓ 5. Miri Airport (MYY) ✓ 6. Senai International Airport (JHB) ✓	7. Subang Airport* (SZB) 8. Penang International Airport (PEN) 9. Kota Bharu Airport* (KBR)	10. Sibul Airport (SBW) 11. Bintulu Airport (BTU) 12. Tawau Airport* (TWU)	13. Alor Setar (AOR) 14. Ipoh (IPH) 15. Kuantan (KUA) 16. Labuan (LBU) 17. Lahad Datu (LDU) 18. Limbang (LMN) 19. Melaka (MKZ) 20. Sandakan (SDK) 21. Terengganu (TGG) 22. Mulu (MZV) 23. Mukah (MKM) 24. Kerteh (KTE) 25. Tanjung Manis (TGC)

- In 2024, the QoS Schemes at Kuching (**KCH**), Miri (**MYY**), and Senai (**JHB**) were implemented effective Aug 2024.
- Phase 2 will be finalised by end of 2025. The following airports are planned for development in 2025 - Subang (**SZB**), Penang (**PEN**) and Kota Bharu (**KBR**). The remaining airports will be implemented progressively from 2026 onwards.

Note:

* Tawau Airport is currently undergoing Tawau Airport Expansion

✓ Airports that are currently enforced

Publication of Airport Performance



MAVCOM continues to publish the performance results of Malaysia’s airports under the Airports Quality of Service (QoS) Framework. These results are based on four measurement mechanisms comprising:

- data acquired by MAVCOM from **independent inspections** at the airport or by conducting **passenger surveys**
- data provided by the airport operator to the Commission which is by **performance assessment** and **equipment and operator availability**

Inspection and survey conducted by the Commission



Independent Inspection



Passenger Survey

Data performance submitted by the airport operator



Performance Assessment



Equipment and Operator Availability

The **quarterly performance results** for the following airports are available on the MAVCOM website:

- Kuala Lumpur International Airport Terminal 1 & 2
- Kota Kinabalu International Airport
- Langkawi International Airport
- Kuching International Airport
- Miri Airport
- Senai International Airport

Snapshot of performance results:

KUL T1 July 2024 Results

Service Quality Element		Measurement mechanism	Implementation Status	Target	Results
Passenger comfort and facilities	Overall satisfaction with the airport	Passenger Survey	January 2019	< 2%	0%
	Cleanliness of the terminal			< 2%	0%
	Ambience of the terminal			< 2%	0%
	Overall satisfaction with the washrooms			< 7%	0%
	Flight Information Display System			< 4%	0%
	Wayfinding			< 6%	0%
	Availability of Wi-Fi			< 9%	0%
	Kerbside congestion			< 4%	0%
	Cleanliness of passenger washrooms			> 90%	100%
	Availability of ramp Wi-Fi			Pass	Pass
Operator and staff facilities	Cleanliness of staff washrooms	Independent Inspection	September 2018	> 80%	100%
	Availability of aerobridge operator (10 mins.)			95%	100%
	Availability of aerobridge operator (5 mins.)			99%	100%
	Availability of aerobridge			99.5%	100%
	Availability of VDGS			99.5%	100%
Passenger and baggage flow	Availability of bussing services	Service Availability	October 2018	99%	112%
	Punctuality of bussing services (based on 4 min interval)			99%	136%
	Lifts, escalators, and walkalators			99.5%	100%
	Baggage Handling System			99.5%	100%
	Outbound Baggage (Short-shipped)			4/10,000	2
	Baggage Retrieval - time to first bag	Baggage Monitoring	July 2019	85%	95%
	Baggage Retrieval - time to last bag			85%	90%
	Passenger security search – Gate screening (15min)			90%	99%
Queueing times	Passenger security search – Centralized screening (10min)	Queue Monitoring	May 2024	95%	100%
	Transfer immigration (10min)			90%	88%
	Outbound immigration (20min)			85%	88%
	Outbound customs (10min)			95%	100%
	Inbound immigration (25min)			85%	96%
	Inbound customs (10min)			95%	100%
	Check-in counters			-	-
	Kerbside queueing			-	-
			Quarter 4 2024	-	-
				-	-

Legend: Pass Below Target * For every 10,000 outbound baggage handled by the Baggage System, 4 pieces of short-shipped baggage is permissible

Enhancement to the Malaysian Aviation Consumer Protection Code 2016 (MACPC)



In September 2024, the Commission enhanced the Malaysian Aviation Consumer Protection Code 2016 (MACPC) which provides greater protection of consumer rights in the aviation industry. The enhanced MACPC is officially gazetted on 30 August 2024 and is **effective 1 September 2024**.

The MACPC is the first consumer protection code specifically intended for Malaysia's aviation industry. The MACPC ultimately provides for **more transparency on airlines' obligations towards consumers and clearer guidance for consumers on their rights and interests** as air travellers during flight disruptions.

The new key enhancements, among others, include:



For flight delays of five (5) hours and more, airlines are now required to offer consumers the **option of a refund in the original mode of payment**. This is a **new option for consumers who do not wish to continue their journey**.



For flight disruptions caused by **extraordinary circumstances**, airlines are required to **first offer a refund in the same form as the original mode of payment**. Airlines may also offer alternative forms of refund such as travel voucher or credit shell. However, **consumers have the choice to decide** on which mode of refund is preferred.



Mandatory refund of the fuel surcharge, taxes, fees, and charges such as the departure levy, Passenger Service Charges (PSC), carbon fee, etc. This is **applicable to both refundable and non-refundable tickets** for flights that consumers did not board.



All cancelled flights must be removed from all booking platforms, including online and offline travel agents. This is to protect consumers from purchasing tickets on unavailable flights.

Enhancement to the Malaysian Aviation Consumer Protection Code 2016 (MACPC)



The new key enhancements, among others, include:



Consumers must be notified of any change in the **Scheduled Time of Departure (STD)** at least **two (2) weeks prior** to the actual departure, unless it is due to **extraordinary circumstances** or **unavoidable technical problems**.



Any **denied boarding** due to **overbooking** of flights **must be communicated before consumers board the aircraft**. Offloading consumers who have boarded the aircraft is prohibited.



The **time limit** for consumers to submit a complaint is extended from one (1) year to **two (2) years**.

Additionally, MAVCOM has developed a guidance on the advertisement of air fare for airlines, which came into effect on 25 September 2024. The guidance aims to enhance consumer protection and safeguard consumers against airline advertisements involving air fares that are false, misleading, or deceptive.

You can view the full [Advertisement Guidance](#) and [MACPC](#) for more details.

Compliance with the Malaysian Aviation Consumer Protection Code 2016 (MACPC) and Airport Quality of Service (QoS) Directives



Malaysian Aviation Consumer Protection Code 2016 (MACPC)

Airlines are required to adhere to the Malaysian Aviation Consumer Protection Code 2016 (MACPC) and non-compliance to the code may lead to financial penalties. The severity of the penalties is contingent upon the nature and extent of the non-compliance, with a maximum financial penalty of RM200,000 for the first offence, and for any subsequent non-compliance with the MACPC, an amount up to ten times of the financial penalty which was imposed for the first non-compliance.

In December 2024, the Commission imposed a financial penalty of RM30,000 on AirAsia, RM20,000 on AirAsia X, and RM40,000 on Batik Air for their failure to provide resolution to complaints within 30 days for paragraphs 17(4) and 18(6) of the MACPC. Cumulatively since inception, the Commission had imposed a total of RM4.85 million in penalties on airlines for non-compliance with the MACPC.

Airport Quality of Service (QoS)

Airport Operators are required to adhere to the Airports Quality of Service (QoS) Directive and non-compliance will result in a financial penalty of up to 5 percent of the airport's aeronautical revenue.

In September 2024, the Commission had imposed a financial penalty of RM1.0 million to Malaysia Airports (Sepang) Sdn Bhd (**MA Sepang**) and Malaysia Airports Sdn Bhd (**MASB**) for failing to comply with the Airport QoS Framework. The non-compliance of the QoS framework were due to the failure to meet the targets set for the overall satisfaction of washroom, cleanliness of passenger washrooms, cleanliness of staff washrooms, availability of Flight Information Display System (FIDS), and outbound baggage (Short-shipment). Cumulatively since 2018, the Commission had imposed a total of RM4.1 million in penalties on airports for non-compliance to the Airports Quality of Service Directives.

MAVCOM Hosts an Aviation Consumer Protection Seminar at the 16th ICAO Air Services Negotiation (ICAN2024) Event



The Commission successfully hosted a seminar on aviation consumer protection entitled “***The Road to Strengthening Consumer Rights in Malaysia and Shaping the Next Era of Aviation Regulations.***” The event was held in conjunction with the International Civil Aviation Negotiations (ICAN) 2024 event hosted by the Ministry of Transport Malaysia (MOT).

This seminar follows the recent enhancement of the Malaysian Aviation Consumer Protection Code 2016 (MACPC), which came into effect on 1 September 2024. The Commission organised this event to delve into these updates, **addressing the shifting needs of the aviation industry and the global measures being implemented to safeguard consumer rights.**

Collaborating for Better Consumer Advocacy

MAVCOM convened key stakeholders to drive meaningful discussions on consumer rights and industry standards. The Consumer Affairs Stakeholder Engagement event in September 2024 brought together representatives from Malaysia Airlines, AirAsia, Batik Air, Malaysia Airports Sdn. Bhd., and Senai Airport to address consumer issues, the complaints process, challenges, and opportunities for service improvement.

MAVCOM also engaged with HAWAHak, a focus group within HAWA Malaysia that is specifically dedicated to legal and policy advocacy, to **provide insights on air travel consumer rights**. These initiatives reflect MAVCOM's ongoing efforts to enhance consumer protection and strengthen industry cooperation.



Enhancing Consumer Awareness on Air Travel Rights



MAVCOM continues its efforts to educate and empower consumers through **targeted outreach initiatives**. As part of these efforts, the Commission conducted a **roadshow at KL International Airport (KUL) Terminals 1 and 2**, providing travellers with direct access to information about their air travel rights. This engagement allowed MAVCOM to address consumer concerns, clarify rights under the Malaysian Aviation Consumer Protection Code 2016 (MACPC), and guide them on lodging complaints if necessary.



Complementing the roadshow, MAVCOM also **launched a digital campaign** to enhance awareness of the MACPC, running across Facebook, Instagram, TikTok, YouTube, and Google Display. This initiative from December 2024 to February 2025 aims to ensure **broader consumer understanding** of complaint resolution processes, flight disruptions, and airline obligations through accessible and engaging digital content.

Enhancing Consumer Awareness on Air Travel Rights



Further strengthening its consumer awareness efforts, MAVCOM participated in an **Edumercial on BFM 89.9**, featuring Madam Pushpalatha Subramaniam, Director of Consumer and Public Affairs, who **provided insights into air travel rights under the Malaysian Aviation Consumer Protection Code 2016 (MACPC)**. The interview was broadcast once and made available online via BFM's website and podcast platforms from October to December 2024, serving as a valuable resource for travellers seeking clarity on their rights and complaint resolution processes.

To extend its outreach, MAVCOM published an advertorial in the December 2024 issue of **Going Places**, an in-flight magazine, ensuring that airline consumers received direct access to essential information on their rights while travelling.

Building on these efforts, MAVCOM also amplified its consumer awareness initiatives through **radio advertisements on BFM** from December 2024 to March 2025, reinforcing public awareness of consumer rights and avenues for complaint resolution. Through these multi-platform initiatives, MAVCOM continues to enhance consumer understanding of their air travel rights, fostering a more informed and empowered travelling public.



MAVCOM's Digital Outreach: Navigating Industry Insights and Consumer Air Travel Rights



MAVCOM is dedicated to ensuring that industry players and consumers stay informed and protected with the latest developments in the aviation industry and their air travel rights. Through a variety of digital platforms, MAVCOM provides access to latest updates and information.



Channels to disseminate information



MAVCOM Website

Provide industry players and consumers with the latest updates, regulatory guidelines, and insights into aviation policies and licensing.



FlySmart Website and Mobile App

The FlySmart platform provides consumer rights information under the MACPC, features traveler testimonies, and offers an app with quick access to travel advisories, air travel rights, and frequently asked questions (FAQs).



MAVCOM social channels (Facebook, Instagram and X)

Offer information on air travel rights, MAVCOM news and travel tips.

Consumers have various platforms to contact the Commission to lodge their complaints:

Channels for consumers to provide feedback



Dedicated consumer Hotline

1800-18-6966
(Within Malaysia)

+603-7651 2777
(Outside Malaysia)



Complaint webform

<https://flysmart.my/en/make-a-complaint/>



Consumer e-mail

consumer@mavcom.my

Mobile app



Walk-ins



Consumer Survey 2024



The Consumer Rights Awareness Survey 2024, commissioned by MAVCOM and conducted by NielsenIQ Malaysia, was carried out **to assess consumers' understanding of their air travel rights and their experiences with aviation services**. The survey also **examined common travel issues faced at various stages of the journey, including at the airport and with airlines, while evaluating the effectiveness of complaint management by airlines, airports, and MAVCOM**.

The survey was conducted over four (4) weeks, through online and on-ground surveys at key airports across Malaysia. A total of 2,008 responses were collected from individuals who had travelled through a Malaysian airport at least once in the past 12 months.

Key Findings:-

(A) Consumer Awareness of Air Travel Rights

Awareness of air travel rights among consumers has improved, **with 67% of respondents indicating familiarity with their travel rights**, reflecting a **7% increase** from 2022.

(B) Most Recognised Air Travel Rights

Consumers demonstrated the highest awareness in **three key areas: airlines cannot increase ticket prices** after payment or automatically **add on any optional services**, consumers can **file claims for mishandled baggage** including lost, damaged, or delayed baggage, and airlines must **disclose a detailed airfare breakdown before ticket purchase**.



Key Findings:-

(C) Travel Experiences & Challenges

One in **four respondents (25%)** reported experiencing travel-related issues in the past 12 months. The most commonly cited issues were **flight delays, mishandled baggage, and flight cancellations.**

(D) Consumer Satisfaction with Airline Complaint Handling

Consumer satisfaction with airline complaint handling has shown notable improvements across key areas. **88% of respondents were satisfied with responsiveness, reflecting a 7% increase from 2022.** Similarly, satisfaction with **compensation handling increased to 78%, up from 69% in 2022,** indicating better consumer redress processes. Timeliness and resolution have also improved, **with 79% and 80% of respondents respectively reporting satisfaction with how airlines handled their complaints.**

The consumer survey findings show an increase in consumer awareness of MAVCOM and their air travel rights. While recognition of MAVCOM and awareness of air travel rights have grown, continued public outreach and education efforts remain essential for the Commission to further enhance consumer understanding of their air travel rights.

APPENDIX

Glossary

Categories	Details
Communication of change in flight status	Complaints where consumers were not notified of their change in flight status
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
Frequent flyer programme	Complaints related to airline loyalty programme such as discrepancy on the credit value or unable to access 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 at 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 delay in the compensation for downgrading of cabin class in the aircraft, lost items at the airport and onboard aircraft, dissatisfaction with excess baggage fees, difficulties in utilizing paid services, unavailability of an airline contact number, failure to receive an invoice copy and unhappy with the night flight schedule in Subang
Price of ticket	Complaints regarding price of tickets which are charged by airlines
Refunds	Reimbursement of money requested by consumers
Rescheduled flight	Complaints on flights that were rescheduled by airlines with advanced notification to consumers
Special Assistance/PWD	Complaints regarding special assistance requests for Persons with disability
Safety & Security	Complaints regarding the inflight safety/security

THANK YOU



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia