

MALAYSIAN AVIATION COMMISSION

Consumer Report January to June 2024



**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") for a 6-month period from 1 January to 30 June 2024 ("1H24"). The dataset consists of complaints submitted through the Commission's website, mobile application, e-mails, telephone calls, mails and walk-ins. A total of **2,083 complaints were received in 1H24**, a decrease of 32% compared to 1H23 of 3,063 complaints.

2,038 complaints related to airlines contributed 98% of the total complaints, while the remaining 45 complaints (2%) were related to airports. Malaysia Airlines accounted for 630 (30%) of the total complaints received, followed by AirAsia with 469 (23%) and Batik Air with 405 (19%).

2,028 (97%) of the total complaints received in 1H24 were resolved and closed by MAVCOM. Complaints related to flight cancellation, mishandled baggage and flight delays accounted for 42% (874) of the total complaints in 1H24. Through MAVCOM's action, **45%** 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 **579 complaints which were unactionable** due to incomplete documentation from consumers or where the airlines or airports concerned had fulfilled its obligations under the Malaysian Aviation Consumer Protection Code 2016 ("MACPC") among others.

For **every 1,000,000 passengers carried**, Firefly received the highest number of registered complaints with 166 complaints, followed by Batik Air with 139 complaints and AirAsia X with 127 complaints.

Unactionable complaints registered with MAVCOM



In addition to the 2,083 complaints, MAVCOM received **579 unactionable complaints** that could not be assessed due to the following reasons:

- ➔ 372 complaints had incomplete documents, resulting in MAVCOM's inability to accurately and fairly evaluate the complaints, despite MAVCOM's follow-up;
- ➔ 67 complaints were beyond the scope of MACPC;
- ➔ 47 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") ;
- ➔ 31 complaints were related to bookings made through travel agents and the consumers had approached MAVCOM for assistance;
- ➔ 20 complaints were related to the immigration and customs;
- ➔ 19 consumers had requested to withdraw the complaint as a fair resolution was provided by the airline;
- ➔ 14 complaints were not related to the aviation industry;
- ➔ 9 complaints were more than one year from the date of the incident;

Note: MYAirline was excluded in view of the suspension of its operations on 12 October 2023.

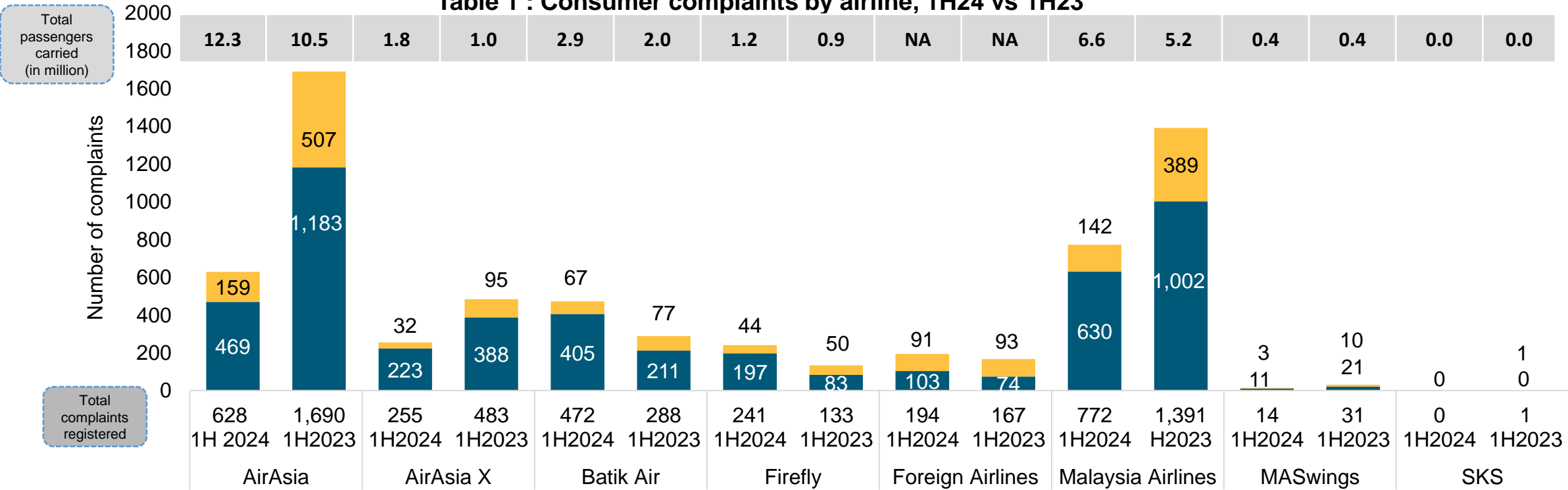
Complaints by airline



Complaints against airlines registered with MAVCOM have decreased by 33% from 3,031 to **2,038** compared to the corresponding period last year (see Table 1). The complaints has increased 92% for Batik Air, 114% for Firefly and 29% for foreign Airlines compared with the same period last year. There has been a decrease in complaints for AirAsia, AirAsia X, Malaysia Airlines and MASwings

In comparison with the same period last year, the overall number of passengers carried by airlines increased substantially. For every 1,000,000 passengers carried, Firefly received the highest number of registered complaints with 166 complaints, followed by Batik Air with 139 complaints and AirAsia X with 127 complaints.

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

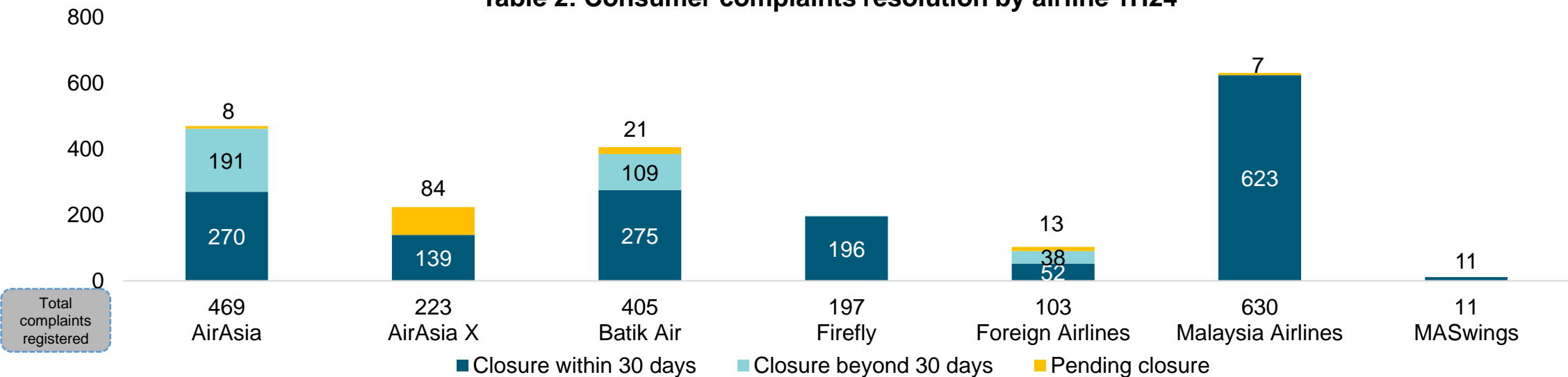


■ Complaints that could not be assessed further ■ Complaints with complete documents

Consumer complaints resolution by airline within 30 days



Table 2: Consumer complaints resolution by airline 1H24



Note: No complaints registered for SKS Airways

Airlines	Target	Total Complaints received	Complaints Closed within 30 days
AirAsia	90%	469	58%
AirAsia X		223	62%
Batik Air		405	68%
Firefly		197	99%
Foreign Airlines		103	50%
Malaysia Airlines		630	99%
MASwings		11	100%

- Malaysia Airlines, MASwings and Firefly achieved over 90% target for complaint resolution within 30 days.

Closure rate as of 23 July 2024

Top 10 complaints by category

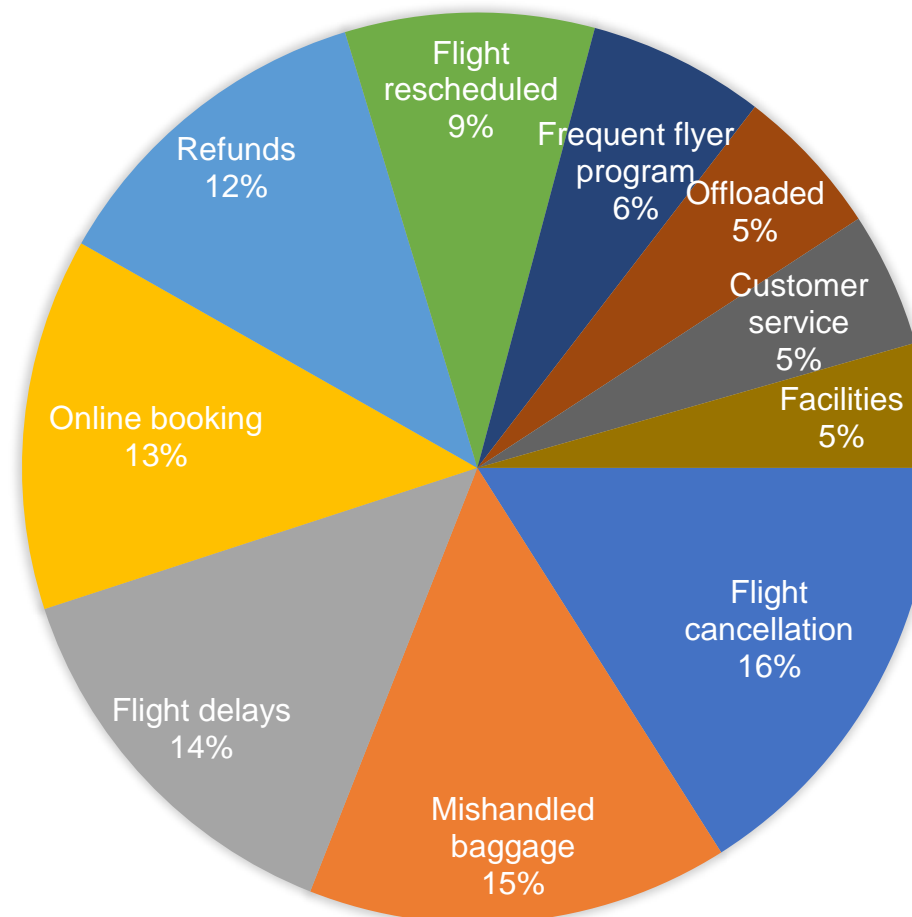
The top three complaint categories registered with MAVCOM in 1H24 were **flight cancellation, mishandled baggage and flight delays** (see Table 3). For the same period in 2023, flight cancellation, was the top complaint, followed by complaints on refunds and mishandled baggage.

Complaints related to **flight cancellation** decreased from 564 complaints in 1H23 to **311 complaints** in 1H24. Batik Air registered 30% (94) of the total flight cancellation complaints followed by Malaysia Airlines with 23% (71).

Complaints related to **mishandled baggage decreased** from 377 complaints in 1H23 to **291 complaints** in 1H24, representing a 23% decrease. Malaysia Airlines contributed 56% (163) of the complaints related to mishandled baggage followed AirAsia with 26% (50).

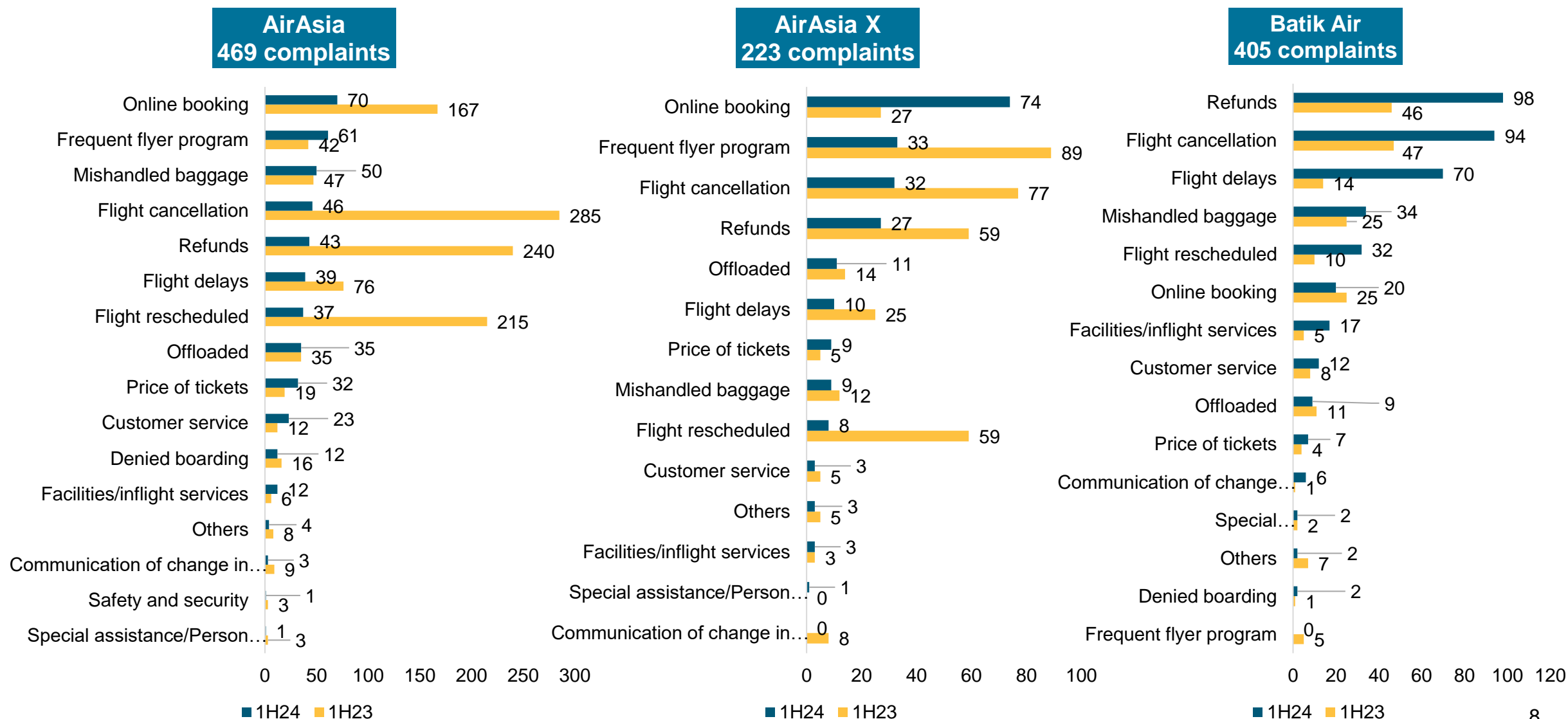
Flight delay complaints in 1H24 decreased by 7% from 292 complaints in 1H23 to **272 complaints** 1H24. Malaysia Airlines registered 34% (93) of the complaints on flight delay followed by Batik Air with 26% (70).

Table 3: top 10 complaints by category, 1H24

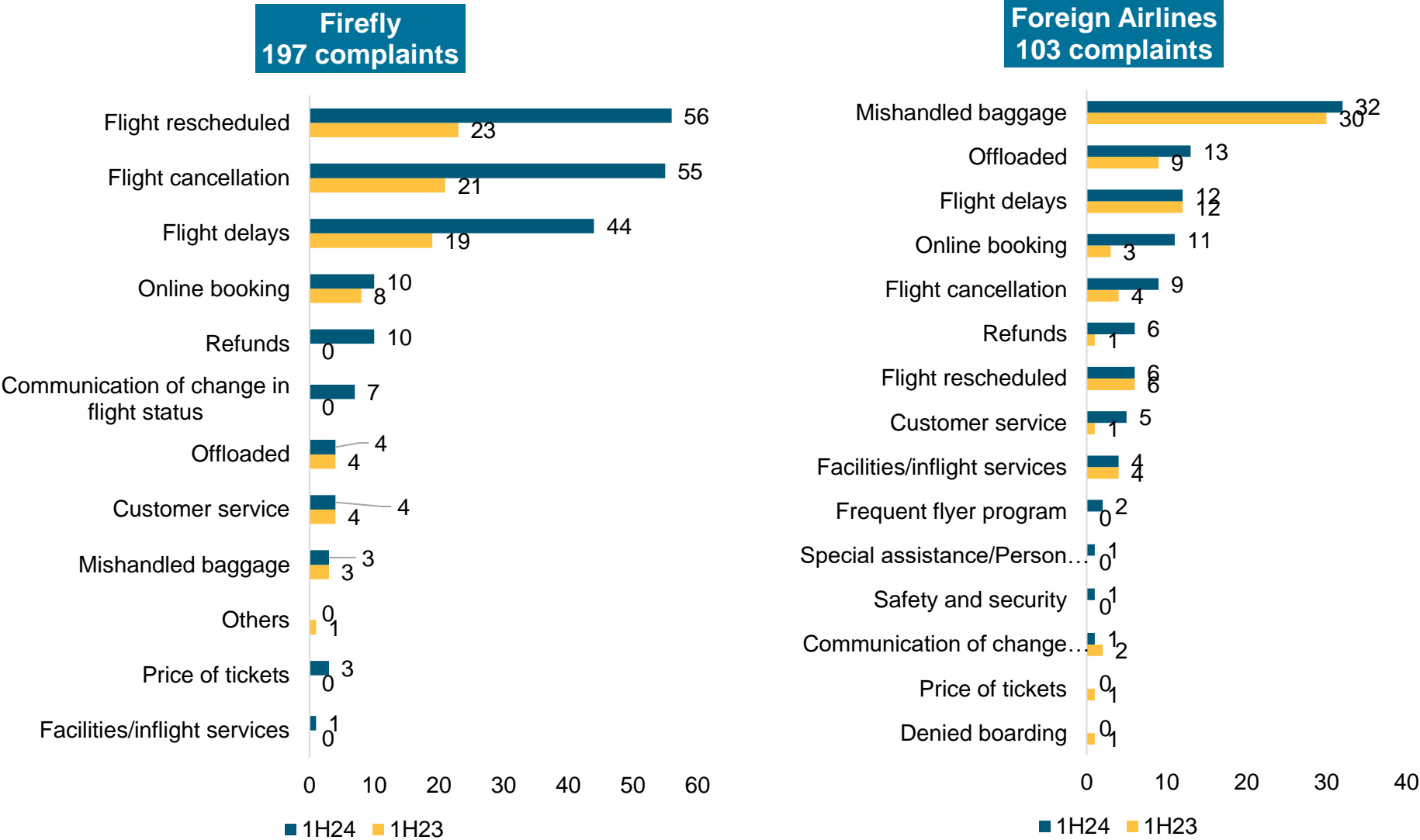


Note:
The top 10 complaint categories represent 92% of the overall complaints registered with MAVCOM.

Complaints by airline and category (1)

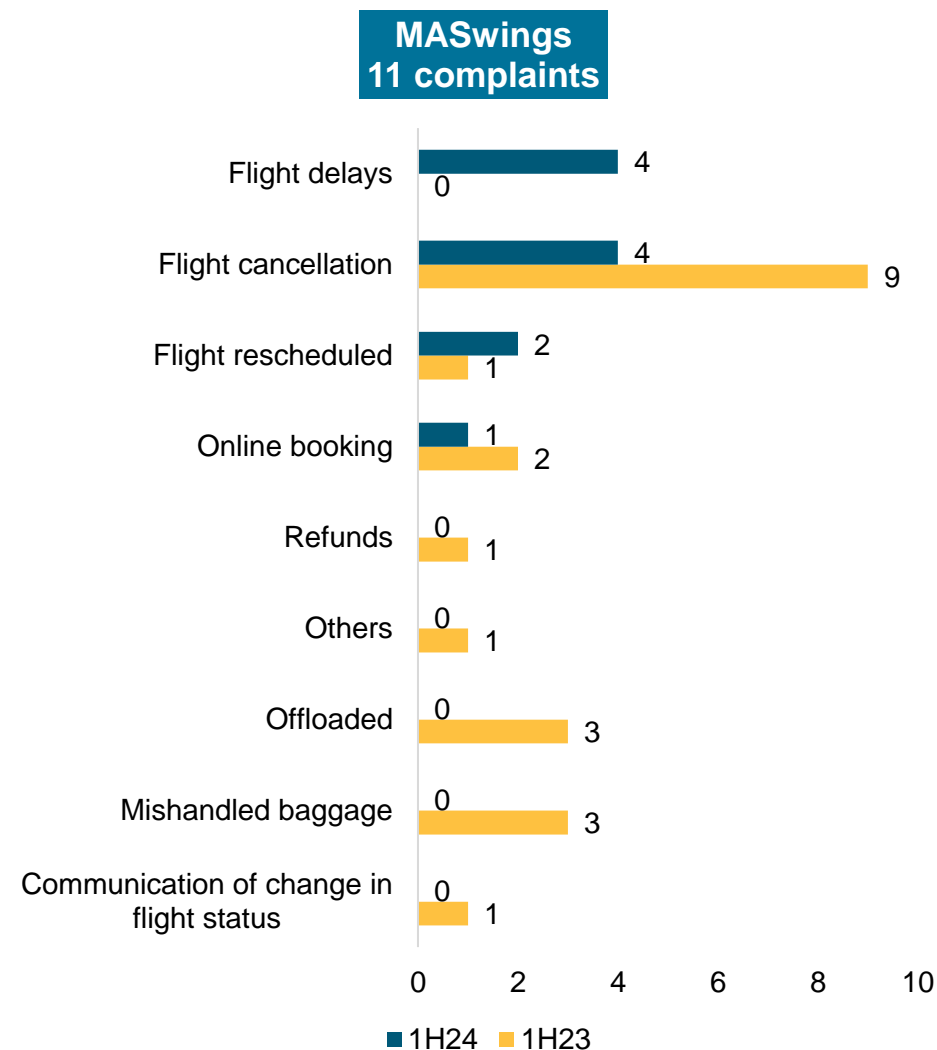
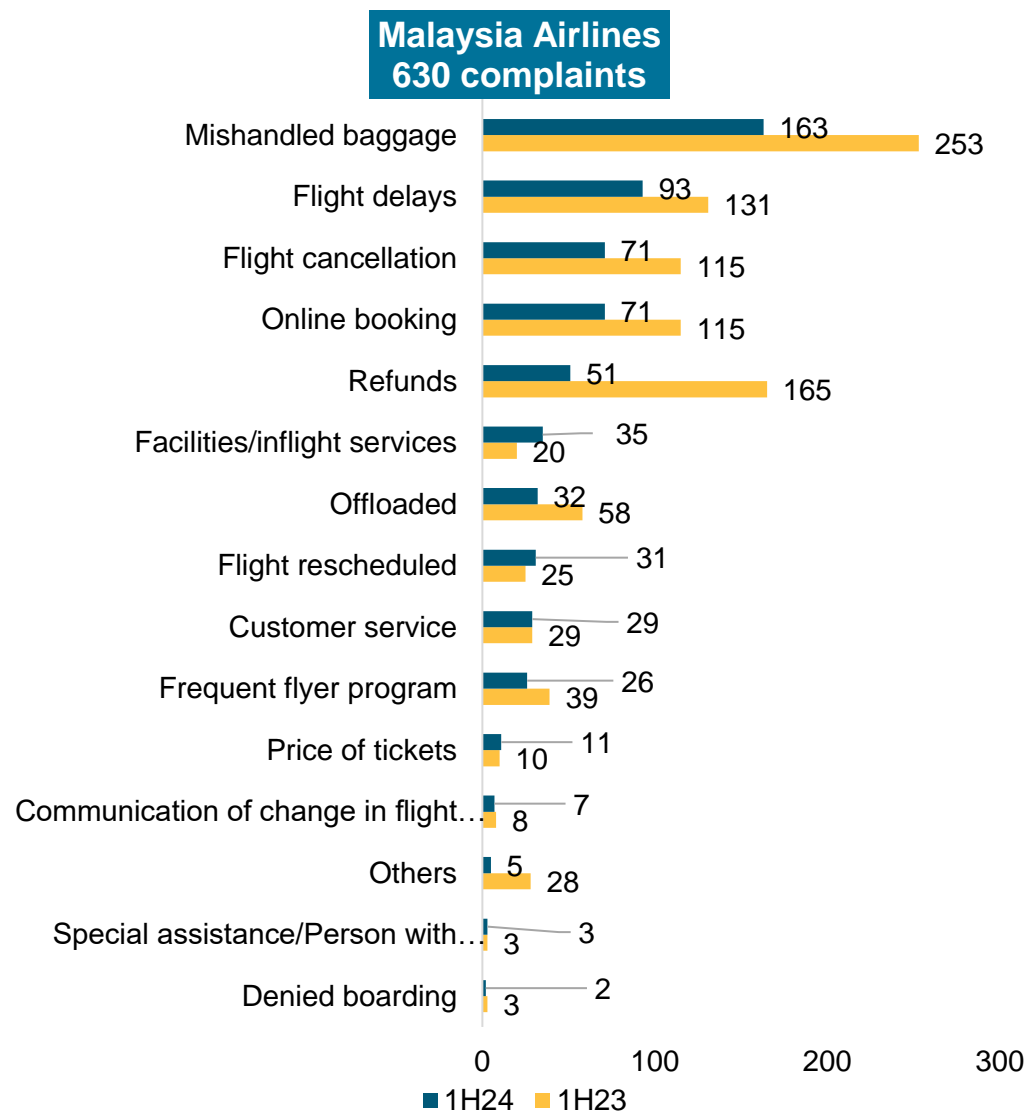


Complaints by airline and category (2)



Foreign Airlines	Total complaints
Scoot	17
Emirates	9
Turkish Airlines	9
Qatar Airways	8
Saudia	7
Singapore Airlines	6
KLM	6
SriLankan Airlines	4
Philippine Airlines	4
TransNusa	3
Etihad Airways	2
China Southern Airlines	2
Himalaya Airlines	2
Pakistan International Airlines	2
Cathay Pacific	2
IndiGo	2
Citilink	2
Lion Air	2
Air Arabia	1
Ethiopian Airlines	1
Thai Airways International	1
Qantas	1
Vietnam Airlines	1
EVA Air	1
Super Air Jet	1
British Airways	1
Oman Air	1
Air Macau	1
US-Bangla Airlines	1
Shenzhen Airlines	1
China Eastern Airlines	1
Cebu Pacific	1

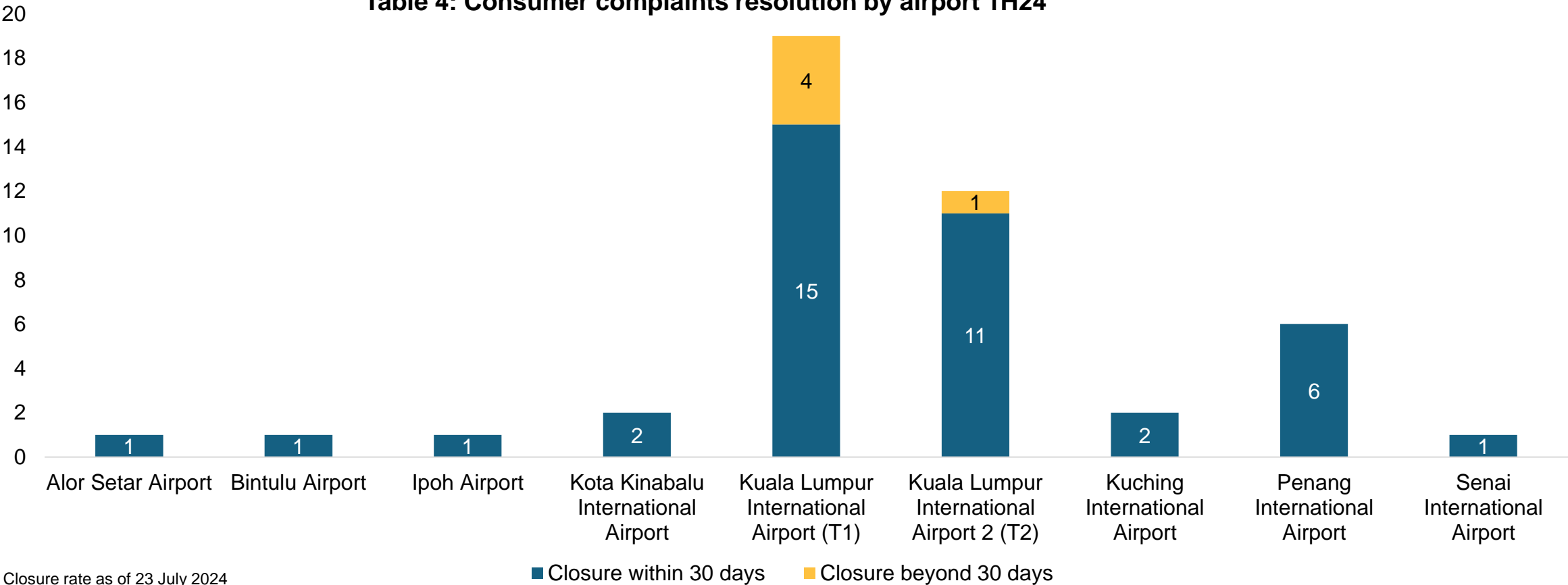
Complaints by airline and category (3)



Consumer complaints resolution by airport within 30 days



Table 4: Consumer complaints resolution by airport 1H24

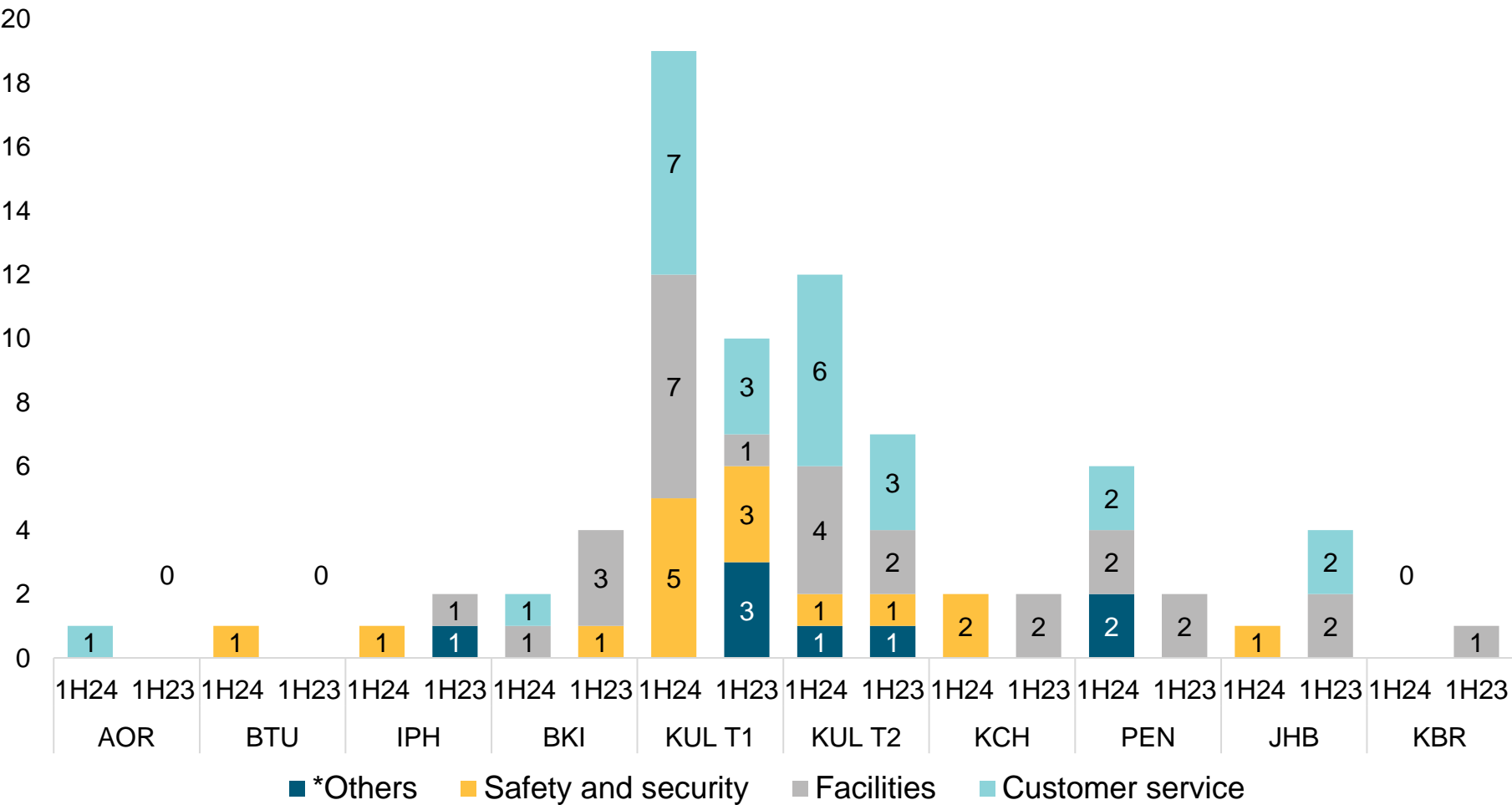


Out of 45 complaints, 40 (89%) complaints were resolved within 30 days. 4 complaints which belongs Kuala Lumpur International Airport (T1) and 1 Kuala Lumpur International Airport 2 (T2) were resolved beyond 30 days.

Complaints by airports and category



Table 5: Complaint categories by airport, 1H24 vs 1H23



Note: 'Others' complaints include missing item while in the airport, unhappy as children are playing with the wheelchair in the airport and unhappy with the services by a car rental company in the airport*

MAVCOM received **45 complaints** involving airports in 1H24, as compared to 32 complaints during the same period in 2023.

Complaints regarding airport customer service related increased from 8 in 1H23 to **17 in 1H24**. In 1H24, KUL Terminal 1 received the highest number of complaints.

Total passenger movements across all Malaysia airports between the period of January to June 2024 amounted to 45.1 million in contrast to 40.4 million for the same period in 2023. This signifies an increase of 12%.

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 30 June 2024 at **both terminals** (KUL1 and KUL2). Details of the implementation are as follows:

Airports QoS Framework at KL International Airport (Terminal 1 & Terminal 2)



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

MAVCOM had implemented **six (6) queuing time elements** for both terminals on 2 May 2024 namely inbound and outbound immigration counters, transfer queueing, inbound and outbound customs checkpoints, as well as passenger security screening.

The remaining **two (2) queuing time elements** for both terminals, including kerbside areas and check-in counters are expected to be **fully implemented by the end of 2024.**

Implementation of Quality of Service (QoS) framework at other Malaysian airports



Note: Airport priority may change over time, based on passenger volume, terminal utilisation and airport service performance

If an airport is undergoing development the next airport in priority order shall take precedent. i.e., if PEN is planned for an expansion, the focus will shift to the next airport in line.

The QoS Schemes at Kota Kinabalu (**BKI**) and Langkawi (**LGK**) was implemented in **July 2023** whilst Kuching (**KCH**), Miri (**MYM**), and Senai (**JHB**) are currently under the development phase and expected to be implemented by **3Q 2024**.

The following airports are planned for development in 2024 - Subang (**SZB**), Penang (**PEN**), Kota Bharu (**KBR**), Sibul (**SBW**), and Bintulu (**BTU**). The remaining airports will be implemented progressively until 2027.

Note: * Subang Airport is currently undergoing Subang Airport Regeneration Plan (SARP)

Publication of Airlines Performance Monitoring

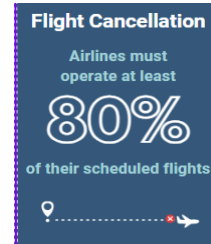
Malaysian Aviation Commission (MAVCOM) monitors the performance of airlines operating within, into, and out of Malaysia. The objective of this monitoring is to encourage airlines to improve their efficiency and service levels, resulting in a better overall experience for consumers.

Effective 15 April 2024, airlines' on-time performance (OTP) and flight cancellation monthly performance is being published on MAVCOM's website. The primary metrics used for monitoring airlines' flight performance are on-time performance (OTP) and flight cancellations.



Flights that depart within 15 minutes of the scheduled time of departure (STD) are considered as flights operated on time.

Flights that are rescheduled for more than 15 minutes within 24 hours of STD would be reported as a flight delay.

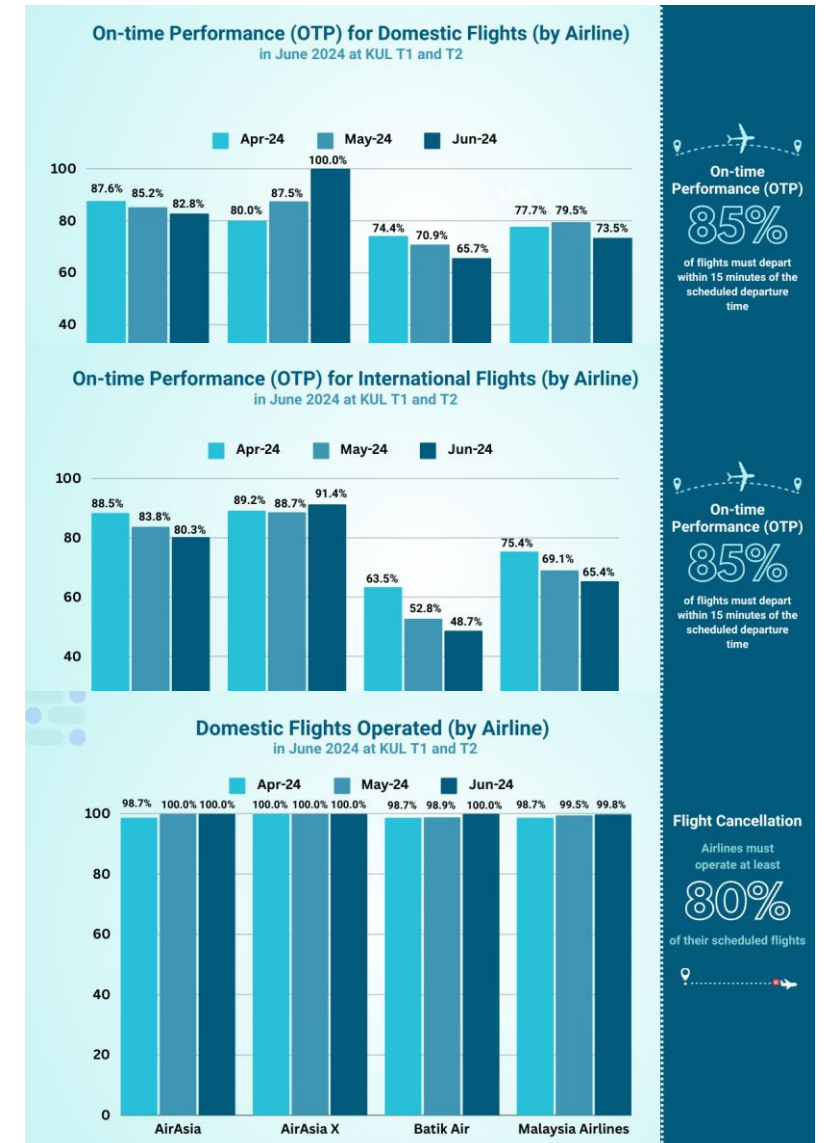


Flight cancellation will be monitored for flights that are cancelled within 48 hours from the STD.

Operated flight is defined as flights that are active within 48 hours and operated by the airline.

The publication of the airlines' performance can be viewed in the link;

<https://www.mavcom.my/en/airline-on-time-performance-otp-flight-cancellation-dashboard/>



Publication of Airport Performance



MAVCOM has published 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 **monthly performance results** for the following airports are available on the [MAVCOM website](#) for **Quarter 1 2024** onwards.

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

Snapshot of performance 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%	1%
	Kerbside congestion			≤ 4%	1%
	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%	97%
	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	Quarter 2 2024	99%	-
	Punctuality of bussing services			99%	-
	Lifts, escalators, and walkalators			99.5%	100%
	Baggage Handling System			99.5%	100%
	Outbound Baggage (Short-shipped)			99.5%	100%
	Baggage Retrieval - time to first bag	Baggage Monitoring	July 2019	*4/10,000	6
	Baggage Retrieval - time to last bag			85%	93%
				85%	88%
				90%	-
				95%	-
Queueing times	Passenger security search – Gate screening	Queue Monitoring	Quarter 2 2024	95%	-
	Passenger security search – Centralized screening			90%	-
	Transfer immigration			85%	-
	Outbound immigration			95%	-
	Outbound customs			85%	-
	Inbound immigration			95%	-
	Inbound customs			85%	-
	Check-in counters			95%	-
	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 are permissible

MAVCOM's Engagements with Stakeholders and Consumers



In April 2024, the Commission held an appreciation event to announce the latest advancements in the Airports Quality of Service (QoS) Framework and to recognise the contributions of key stakeholders for the framework's implementation such as the Ministry of Transport, the Ministry of Tourism, Arts and Culture, the Royal Malaysia Police, the Immigration Department, the Royal Malaysian Customs, and Malaysia Airports Holdings Berhad. This event celebrated the collaborative spirit and dedication towards improving Malaysia's airport services.

The Commission also participated in the Program MADANI Rakyat Zon Utara held in Penang in May 2024. The event is a government initiative organised by the Ministry of Transport to showcase achievements in transport and the government's initiatives benefitting the public. MAVCOM engaged directly with the public on its role and educated consumers on their air travel rights by setting up a booth, reinforcing its commitment to transparency and public outreach.

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.

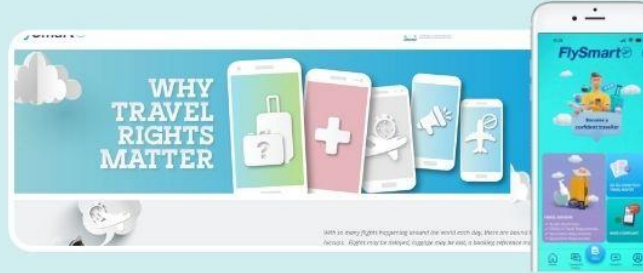


Channels to disseminate information



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



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 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 delay in the compensation for mishandled baggage, downgrading of cabin class in the aircraft, lost of items in the cabin baggage, missing item while in the airport, unhappy as children are playing with the wheelchair in the airport, unhappy with the difference in the invoice and payment deducted, lost of assistive device, unhappy with the services by car rental company in the airport and unhappy with limitation of flight route
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



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