

MALAYSIAN AVIATION COMMISSION

Consumer Report July to December 2023



**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 July to 31 December 2023 ("2H23"). The dataset consists of complaints submitted through the Commission's website, mobile application, e-mails, telephone calls, mails and walk-ins. A total of **1,948 complaints were received in 2H23**, a decrease of 0.3% compared to 2H22 of 1,954 complaints.

Complaints related to airlines contributed 98.6% of the total, while the remaining 28 complaints (1.4%) were related to airports. AirAsia accounted for 662 (34.0%) of the total complaints received, followed by Malaysia Airlines with 577 (29.6%) and Batik Air with 269 (13.8%).

1,928 (99.0%) of the total complaints received in 2H23 were resolved and closed by MAVCOM. Complaints related to refunds, flight cancellation and flight delay accounted for 45.7% (891) of the total complaints in 2H23. Through MAVCOM's action, **20%** 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 **626 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 and Malaysian Aviation Consumer Protection (Amendment) Code 2019, among others.

For **every 1,000,000 passengers carried**, Firefly received the highest number of registered complaints with 129 complaints, followed by AirAsia X with 118 complaints and Batik Air with 117 complaints.

Unactionable complaints registered with MAVCOM



In addition to the 1,948 complaints that were registered, MAVCOM received **626 complaints** that could not be assessed due to the following reasons:

- ✈ 370 complaints had incomplete documents, resulting in MAVCOM's inability to accurately and fairly evaluate the complaints, despite MAVCOM's follow-up;
- ✈ 118 complaints were beyond the scope of MACPC;
- ✈ 61 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") ;
- ✈ 32 complaints were not related to the aviation industry;
- ✈ 26 complaints were related to bookings made through travel agents and the consumers had approached MAVCOM for assistance;
- ✈ 13 complaints were more than one year from the date of the incident;
- ✈ 5 consumers had requested to withdraw the complaint as a fair resolution was provided by the airline; and
- ✈ 1 complaint about the safety of the airport runway.

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

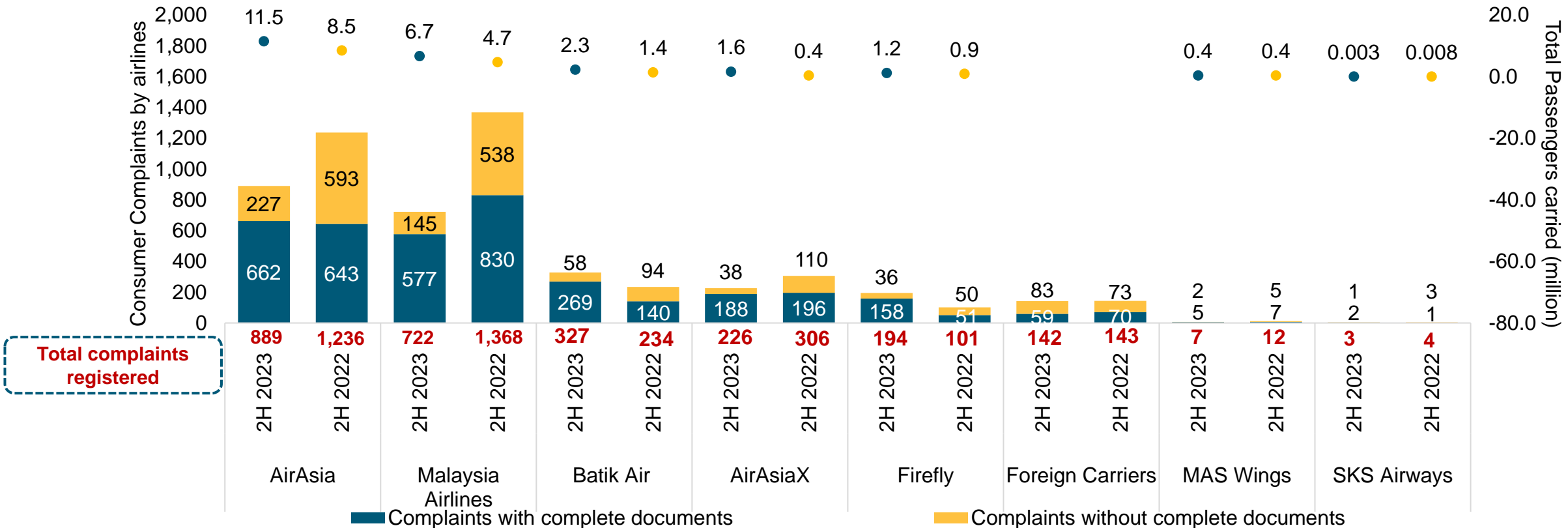
Complaints by airline



Complaints against airlines registered with MAVCOM has a slight decrease of 0.9% from 1,938 to 1,920 compared to the corresponding period last year (see Table 1). AirAsia X, Foreign Airlines, Malaysia Airlines, and MASwings have seen a decrease in complaints.

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 129 complaints, followed by AirAsia X with 118 complaints and Batik Air with 117 complaints.

Table 1 : Consumer complaints by airline, 2H23 vs 2H22

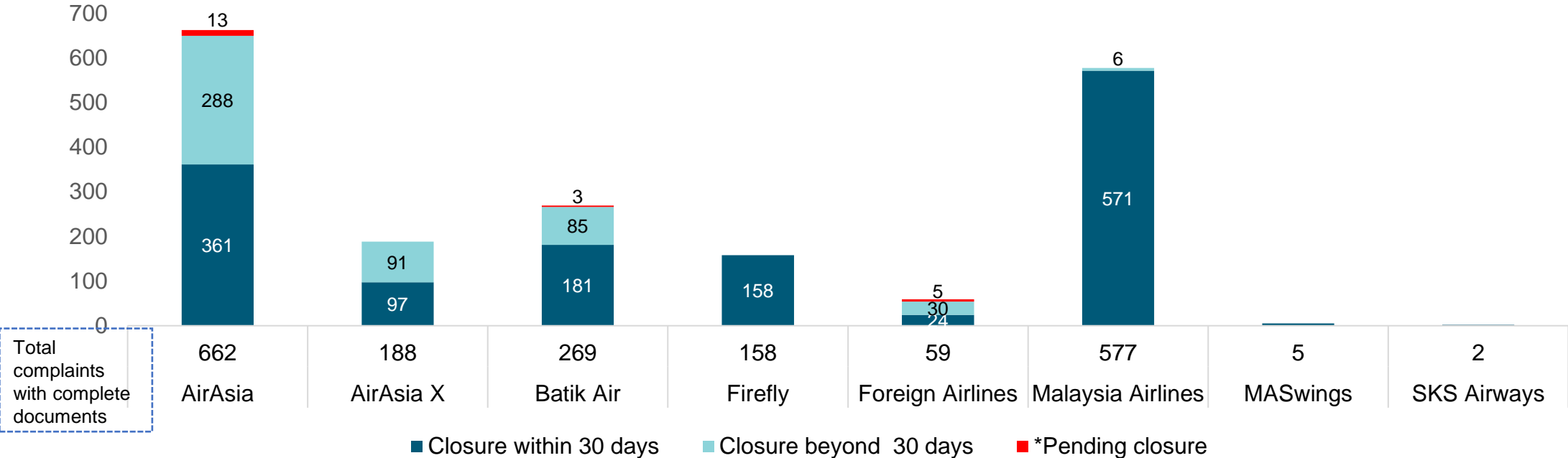


Source: MAVCOM, Air Service License (“ASL”) Holders

Consumer complaints resolution by airline within 30 days



Table 2: Consumer complaints resolution by airline 2H23



Source: MAVCOM

Airlines	Closure within 30 days	%	Closure beyond 30 days	%	Total
AirAsia	361	55%	288	44%	662
AirAsia X	97	52%	91	48%	188
Batik Air	181	67%	85	32%	269
Firefly	158	100%	0	0%	158
Foreign Airlines	24	41%	30	51%	59
Malaysia Airlines	571	99%	6	1%	577
MASwings	5	100%	0	0%	5
SKS Airways	2	100%	0	0%	2

* As of 12 March 2024, 99% of airline related complaints registered with MAVCOM have been resolved.

Complaints by category

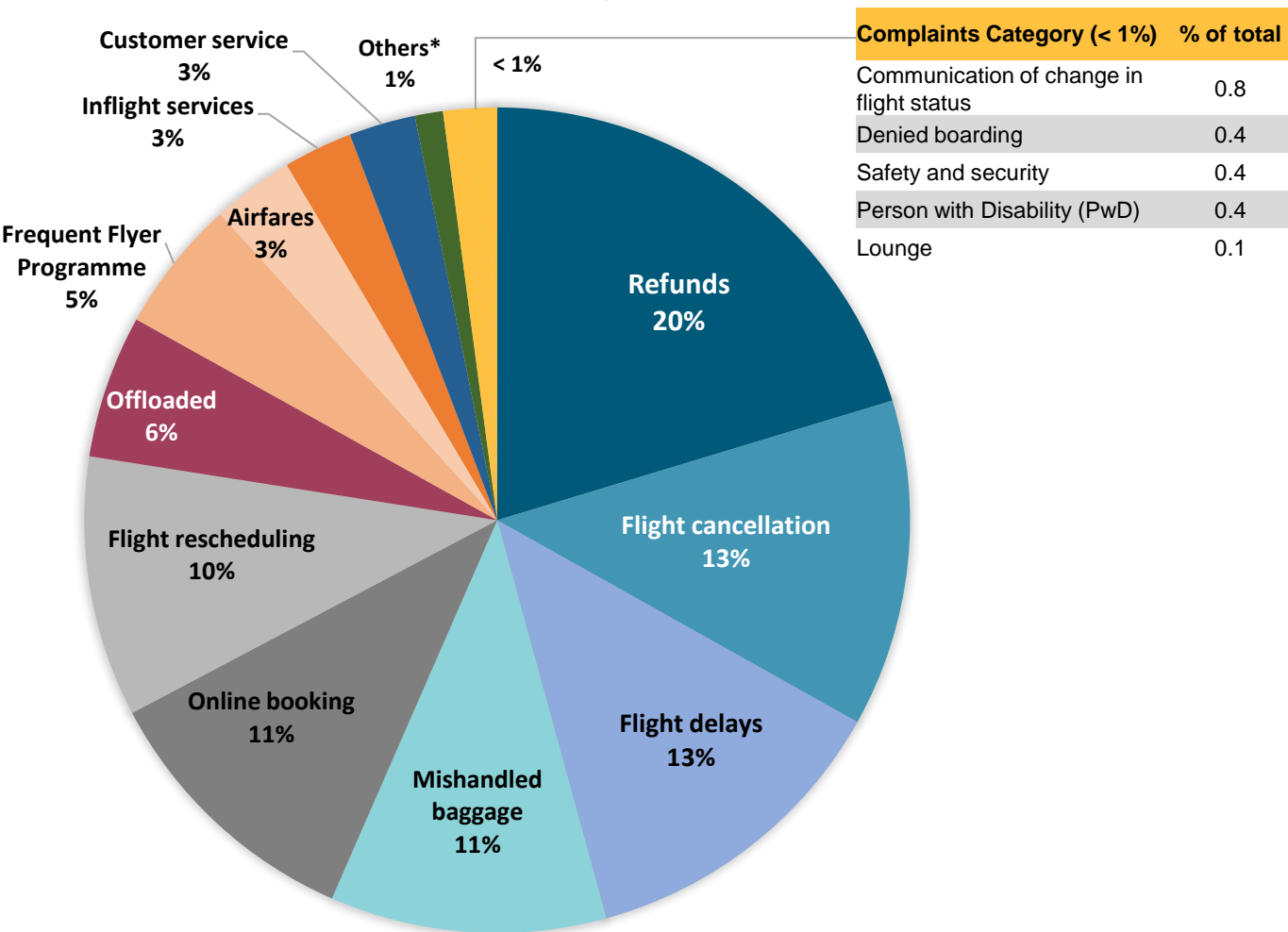
The top three complaint categories registered with MAVCOM in 2H23 were **refunds, flight cancellation and flight delay** (see Table 2). For the same period in 2022, mishandled baggage, was the top complaint, followed by complaints on online booking and flight cancellation.

Complaints related to **refunds** increased from 244 complaints in 2H22 to **396 complaints in 2H23**, representing a 62.3% increase. **AirAsia** contributed 36.4% (144) of the complaints related to refunds followed Batik Air with 27.3% (108).

Complaints related to **flight cancellation** decreased from 255 complaints in 2H22 to **250 complaints** in 2H23. **Batik Air** registered 26.0% (65) of the total flight cancellation complaints followed by AirAsia with 25.6% (64).

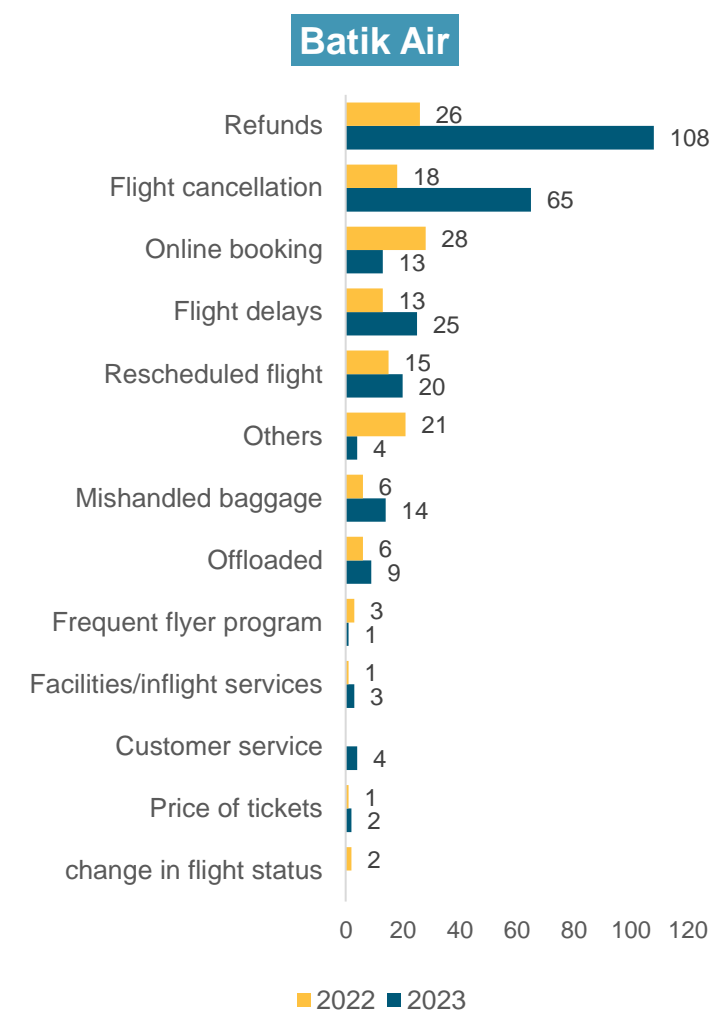
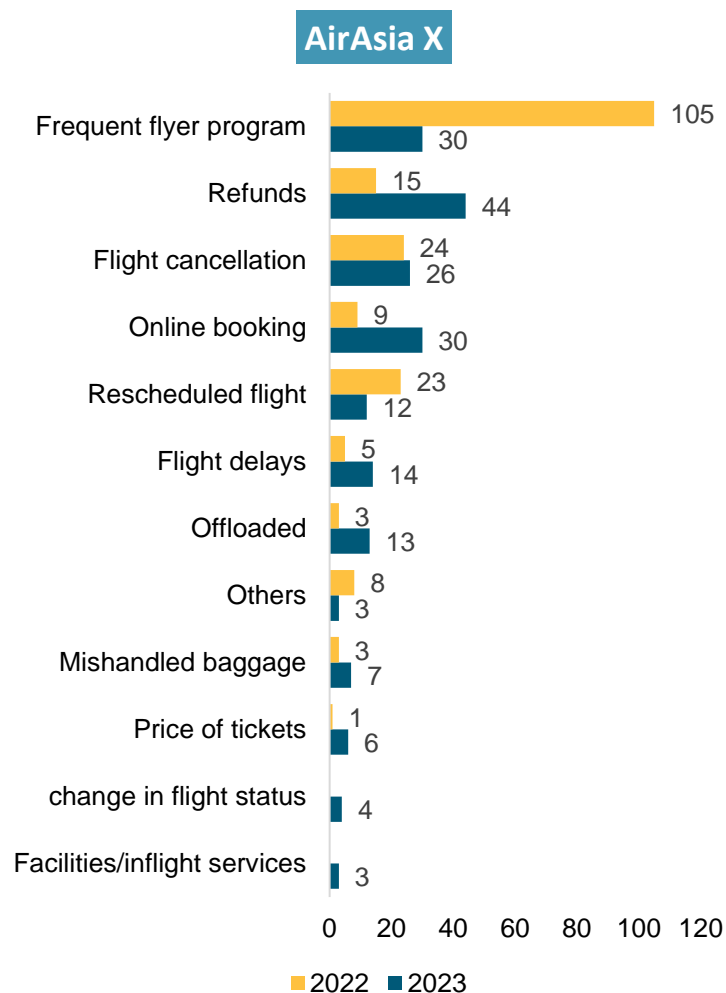
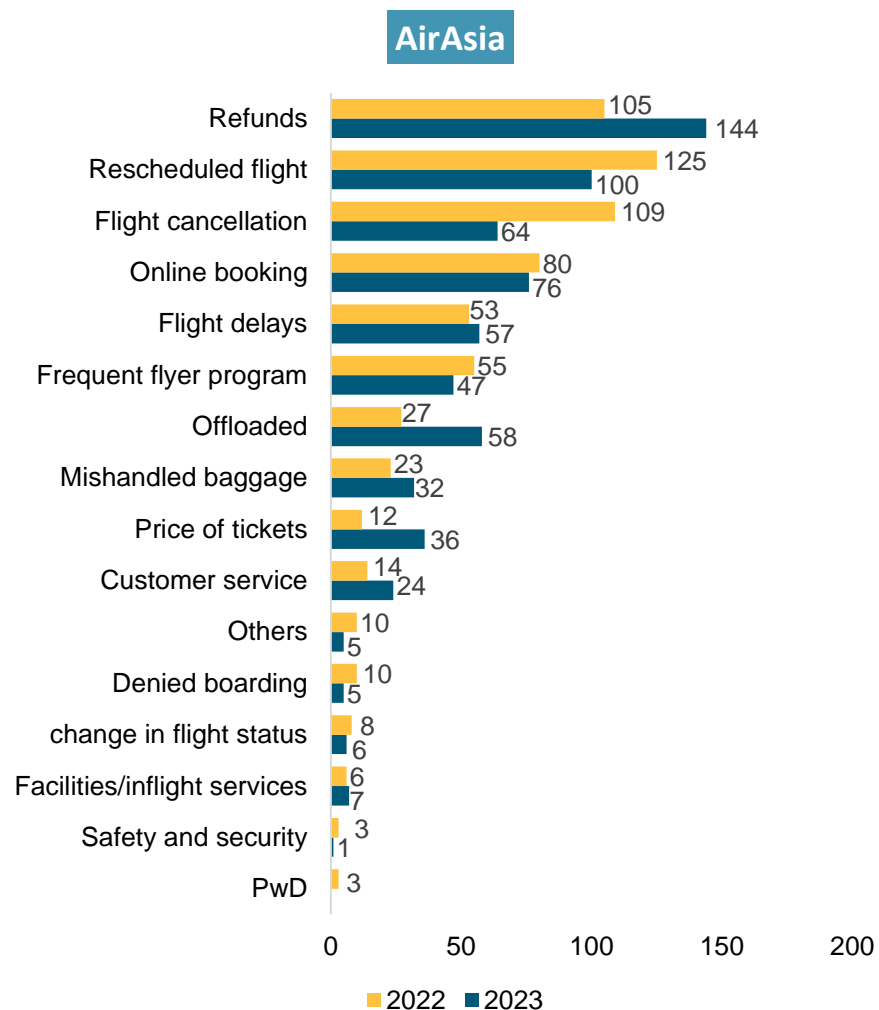
Flight delay complaints in 2H22 increased by 70.1% from 144 complaints in 2H22 to **245 complaints** 2H23. **Malaysia Airlines** registered 39.6% (97) of the complaints on flight delay followed by AirAsia with 23.3% (57).

Table 3: Complaints by category, 2H23



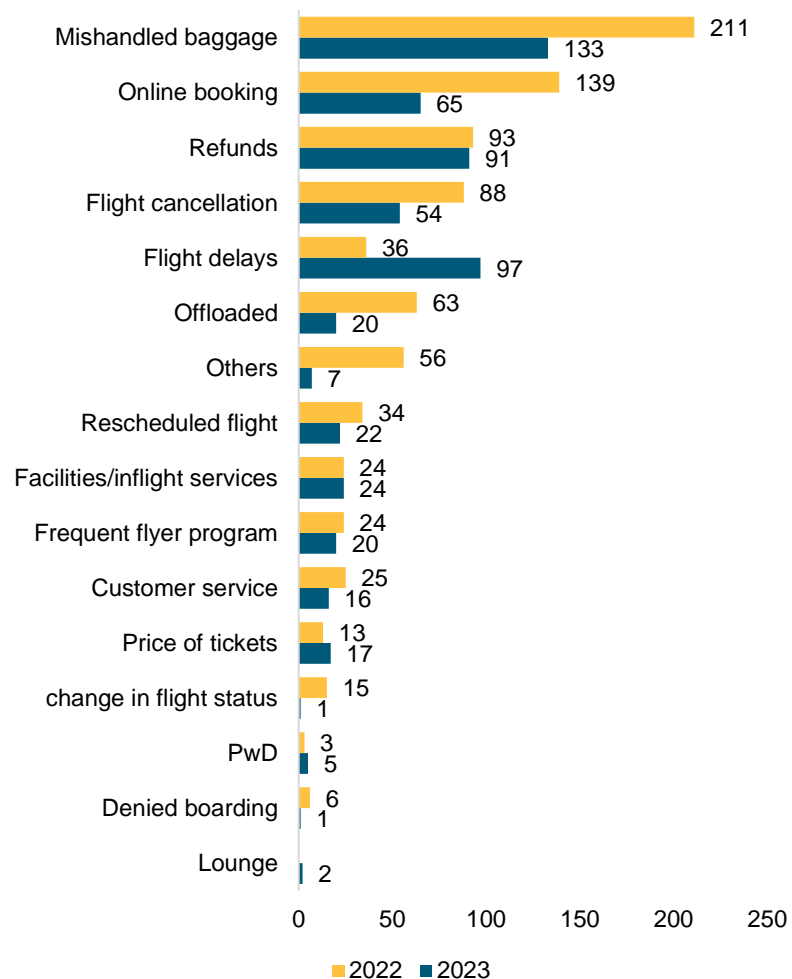
Note*: 'Others' complaints include inability to book flights with the travel voucher, excessive cabin baggage fee and wheelchair fee unhappy with aircraft downgrade, unhappy with the cabin pressure, unhappy with inaccurate information about visa application sent by airline, inevitably left items at check in counter and in the aircraft,

Complaints by airline and category (1)

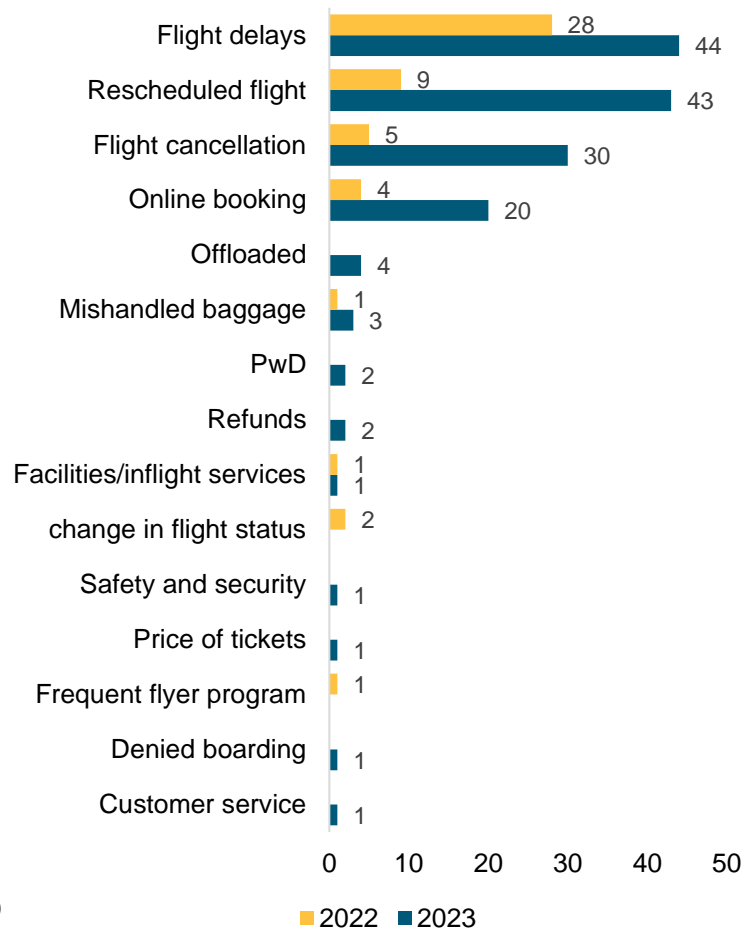


Complaints by airline and category (2)

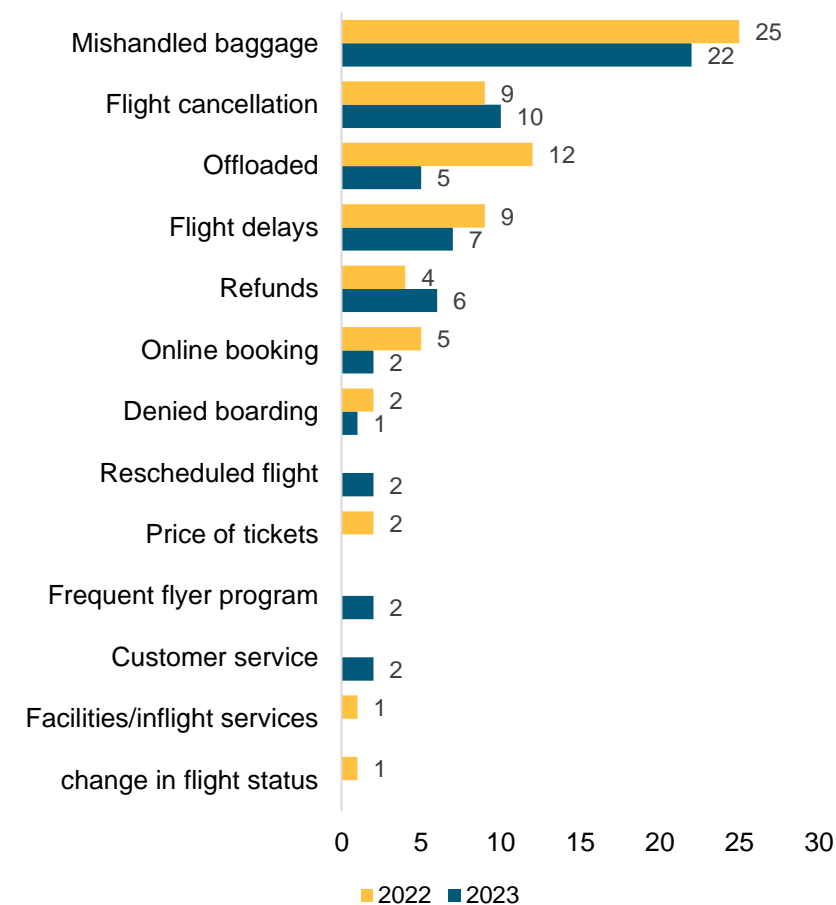
Malaysia Airlines



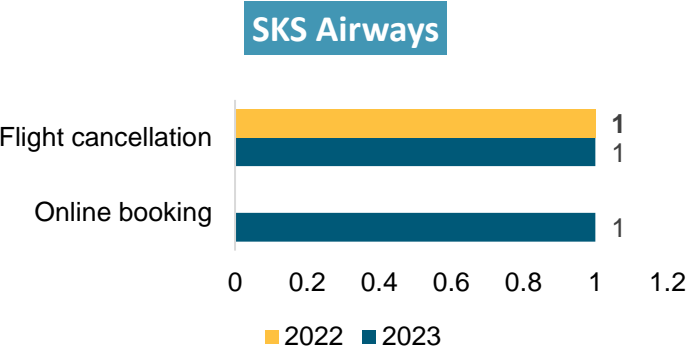
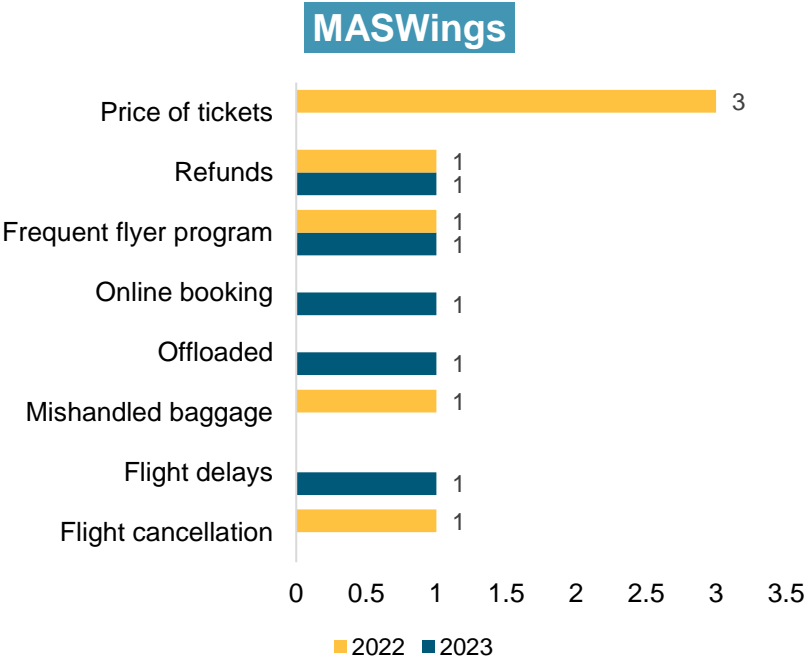
Firefly



Foreign Airlines



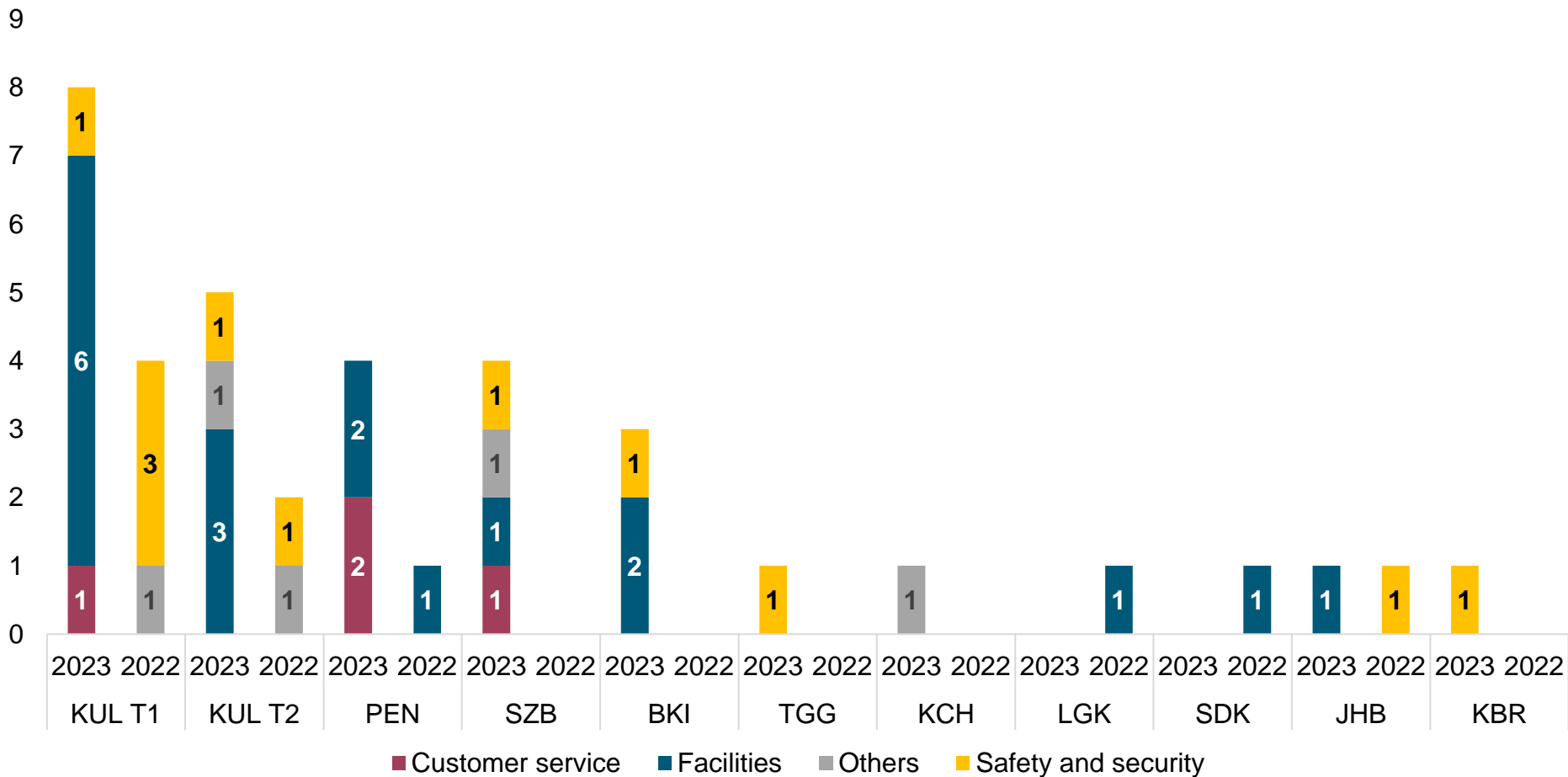
Complaints by airline and category (3)



Complaints by airports and category



Table 4: Complaint categories by airport, 2H23 vs 2H22



MAVCOM received **28 complaints** involving airports in 2H23, as compared to 10 complaints during the same period in 2022.

Complaints regarding airport facilities increased from 2 in 2H22 to 15 in 2H23. In 2H23, KLIA Terminal 1 received the highest number of complaints.

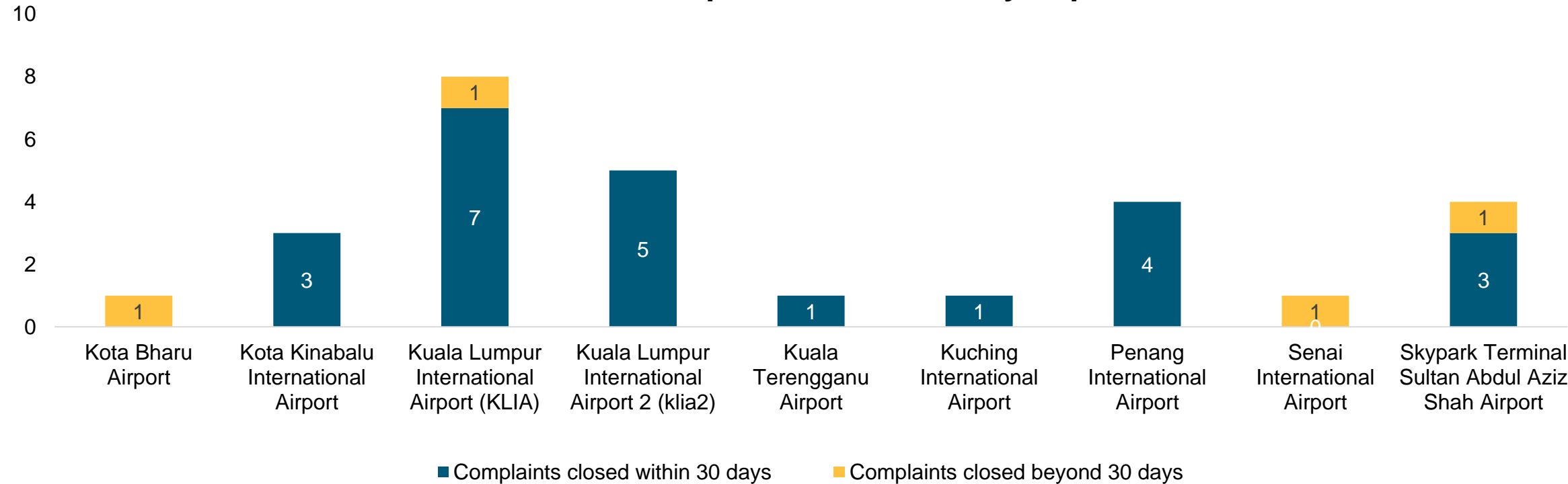
Total passenger movements across all Malaysia airports between the period of July to December 2023 amounted to 43.3 million in contrast to 33.8 million for the same period in 2022. This signifies an increase of 28%.

‘Others’ comprise complaints missing valuables in airports and exposure of confidential information among airport staff

Consumer complaints resolution by airport within 30 days



Table 5: Consumer complaints resolution by airport 2H23



Out of 28 complaints, 24 (86%) complaints were resolved within 30 days. 4 complaints which belongs to Kota Bahru Airport, Kuala Lumpur International Airport (KLIA), Senai International Airport and Skypark Terminal Sultan Abdul Aziz Shah Airport were resolved beyond 30 days.

Updates on MYAirline



MyAirline suspended its operation on 12 October 2023 which led to an increase in the number of complaints received by consumers requesting refunds.

In addition to the **1,948 complaints received in 2H23**, MAVCOM also received 4,355 complaints on MYAirlines between July and December 2023 which predominantly involving refunds of tickets.

Following MYAirline's suspension of operations, MAVCOM engaged with Bank Negara Malaysia (BNM) and developed a FAQ/Factsheet to guide consumers on the chargeback process as the immediate recourse for refunds relating to flights that were cancelled by MYAirline.

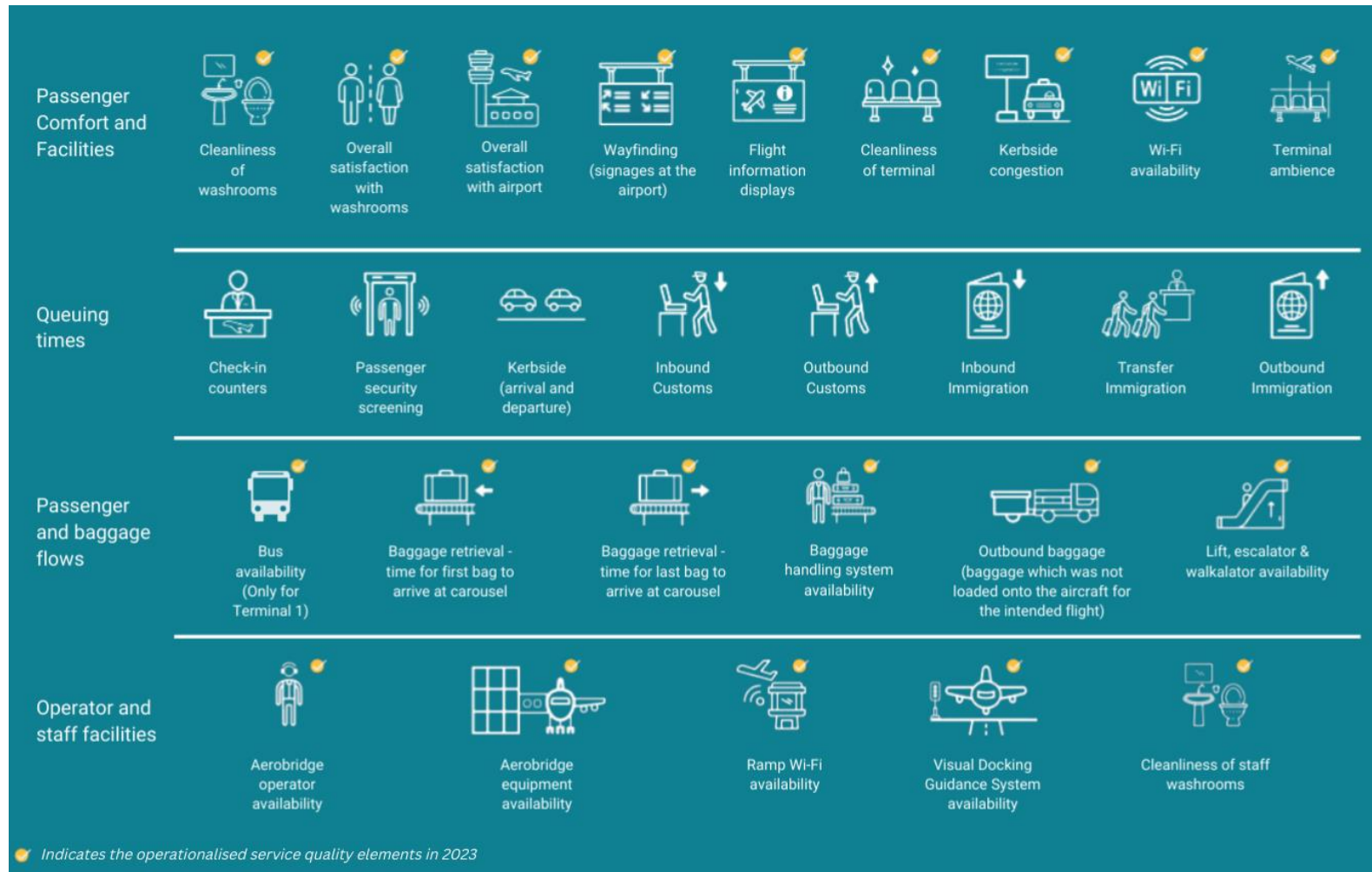
MAVCOM has contacted consumers through email and provided consumers the FAQ/Factsheet for consumers to initiate their refund process through chargeback. The FAQ/Factsheet were published on the MAVCOM's website and social media channels (Facebook, Instagram, and X (Twitter)).

Chargeback is a process between the affected consumers and the banks and applies to credit/debit card issuing banks under the category of "services not received" or a similar category. This process is applicable to tickets purchased with debit/credit card and FPX.

Other Initiatives

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

There are **28 service quality elements** in the QoS Scheme for KLIA, and **MAVCOM** had implemented a total of **20 service quality elements** as of 31 December 2023 at **both terminals** (KUL1 and KUL2). Details of the implementation are as follows:



The remaining **eight (8) queuing time elements** for both terminals, include kerbside areas, check-in counters, passenger security screening, immigration counters, and customs checkpoints.

The implementation of these elements was previously targeted in 4Q22 but had been deferred due to contract termination for the development of the Monitoring System by the airport operator ("MAHB"). The project was reinstated at a later stage and had been completed in December 2023.

Upon system readiness, MAVCOM imposed a 4-month **shadow period (January to April 2024)** and expects **full implementation** of all 28 service quality elements **by end of 2024**.

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

PHASE 1	PHASE 2			PHASE 3
2018 – 2024	2022 – 2023	2023 – 2024	2024 – 2025	2026 – 2027
<ul style="list-style-type: none">▪ KUL T1▪ KUL T2	<ul style="list-style-type: none">▪ Subang▪ Kota Kinabalu▪ Langkawi	<ul style="list-style-type: none">▪ Kuching▪ Senai▪ Miri▪ Tawau	<ul style="list-style-type: none">▪ Penang▪ Kota Bharu▪ Bintulu▪ Sibü	All remaining domestic airports

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

MAVCOM has commenced the implementation of QoS Schemes at Kota Kinabalu (**BKI**) and Langkawi (**LGK**) effective July 2023 whilst Kuching (**KCH**), Miri (**MYY**), and Senai (**JHB**) are currently under the development phase and expected to be implemented by 3Q 2024.

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

ISO 10002:2018 CERTIFIED

Quality Management • Customer Satisfaction • Guidelines for Complaints Handling in Organisations

The Commission has been awarded the **ISO 10002: 2018 certification** for the second consecutive year, which is a globally recognised standard for quality management, customer satisfaction, and guidelines for complaints handling in organisations.

The certification demonstrates the Commission's unwavering dedication to effectively resolving complaints and fostering a consumer-focused environment that is geared towards enhancing consumer satisfaction.

MAVCOM's Consultations on the Proposed Enhancements to the MACPC



As part of its ongoing efforts to enhance consumer protection, the Commission has identified several areas within the Malaysian Aviation Consumer Protection Code 2016 (MACPC) that require further improvement. This is to **ensure that the rights and interests of consumers are safeguarded**.

In Quarter 4, 2022, MAVCOM held its first consultation exercise on the proposed amendments to the MACPC, seeking feedback and insights from the industry and the public. As a result, the Commission identified areas for further refinement to ensure that the rights and interests of consumers continue to be protected. A second public consultation was held on June 28, 2023.

The proposed refinements include enhanced protection concerning airline advertising, refund, and recovery options during flight disruptions, and the airline's obligation to communicate changes in flight status, among others.

The International Civil Aviation Organisation ("ICAO") established a Carbon Offsetting and Reduction Scheme for International Aviation ("CORSIA") as a pivotal component of its decarbonisation strategy, setting a target for airline operators conducting international flights to offset emissions exceeding a specified threshold. Malaysia was among the first group of 88 ICAO Member States that opted to voluntarily participate in the CORSIA.

MAVCOM acknowledges the needs for consultation with various stakeholders and the public, in anticipating the introduction of carbon fee or other charges imposed by airlines. The consultation aims to ensure that consumers' interests are protected. MAVCOM targets to complete this recent inclusion of the carbon fee or other charges consultation by April 2023.



MAVCOM's Engagements with Members of the Media



MAVCOM held engagement sessions with members of the media to provide them with a better understanding of the Commission's roles and functions. These sessions, held in **March, September, and October 2023 in Kuala Lumpur, Sarawak, and Sabah**, respectively, aimed to foster a deeper and more meaningful working relationship with the media.

Additionally, the sessions provided a face-to-face platform for interaction, where attendees could engage in constructive dialogue about the initiatives undertaken by the Commission, as well as the sector's outlook and challenges. During these sessions, MAVCOM also shared information about the development of the Airports Quality of Service (QoS) Framework and informed the attendees that it would soon conclude its efforts to enhance the Malaysian Aviation Consumer Protection Code 2016 (MACPC).

The engagement sessions were a valuable opportunity to strengthen ties with the media and promote better collaboration and communication between MAVCOM and its stakeholders.

MAVCOM's Communications Channels Educates, Informs, and Engages Consumers Better Regarding Their Air Travel Rights



MAVCOM has multiple digital channels for consumers to learn more about their air travel rights and to be informed about ongoing initiatives that are designed to improve the traveller experience

MAVCOM's FlySmart website (www.flysmart.my)

The website is regularly updated, offering the latest informative content for travellers, encompassing consumer rights as outlined in the Malaysian Aviation Consumer Protection Code 2016 (MACPC).

MAVCOM's social media channels

MAVCOM's FlySmart social media channels, [Facebook](#), [Instagram](#), and [X](#) provide information about air travel rights, news and announcements from MAVCOM, travel tips, and allow consumers the opportunity to communicate with the MAVCOM team about their travel rights.

Between July to December 2023, MAVCOM posted continuous content beneficial for air travel consumers such as how to lodge a complaint with MAVCOM, the definition of a codeshare flight, as well as dynamic pricing, and the importance of purchasing tickets in advance.

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

The app allows greater accessibility to consumers on the go. The app also provides quick links to the Travel Advisory, information on air travel rights, frequently asked questions, and complaints submission to MAVCOM.



Be a confident traveller with FlySmart
mavcom.my/flysmart



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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 related to airline include inability to book flights with the travel voucher, excessive cabin baggage fee, wheelchair fee, unhappy with aircraft downgrade, the cabin pressure, inaccurate information about visa application sent by airline, inevitably left items at check in counter and in the aircraft, Complaints related to airport includes missing valuables in airports and exposure of confidential information among airport staff
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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