

MALAYSIAN AVIATION COMMISSION

Consumer Report

July to December 2018



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

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Complaints Statistics – 1 July to 31 December 2018

Consumer complaints summary



This Consumer Report summarises aviation consumers' complaints lodged with MAVCOM in writing, by telephone, e-mail, mobile application or in person received for the period 1 July to 31 December 2018.

A total of **821 complaints were registered with MAVCOM for the period 1 July to 31 December 2018**, with 810 complaints on airlines and 11 on airports. This is an increase of 11.7% as compared to the period 1 July to 31 December 2017, when MAVCOM registered 735 complaints.

99.6% of the complaints received for the period 1 July to 31 December 2018 have been resolved and closed by MAVCOM. Mishandled baggage, processing of refunds and flight delays represent 51.6% of the nature of complaints received by MAVCOM during this period. Through the Commission's review of the complaints for the period 1 July to 31 December 2018, 55.0% of the complaints resulted in the airlines reversing its initial decision and producing a resolution that is more equitable or satisfactory to the consumer than initially provided. This is an increase of 3.8% as compared to the period 1 July to 31 December 2017.

For the period 1 July to 31 December 2018, Malaysia Airlines was the highest contributor of complaints received by MAVCOM. This is followed by AirAsia and Malindo Air.

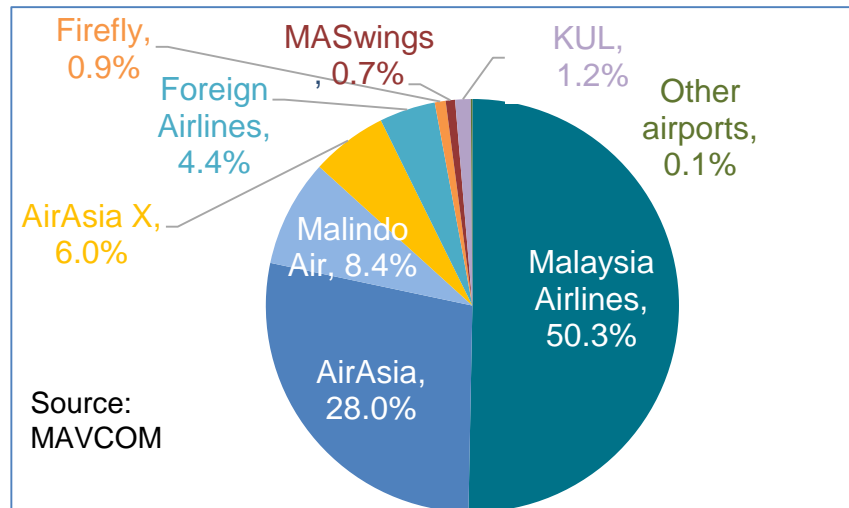


Figure 1: Breakdown of total complaints received for the period 1 July to 31 December 2018

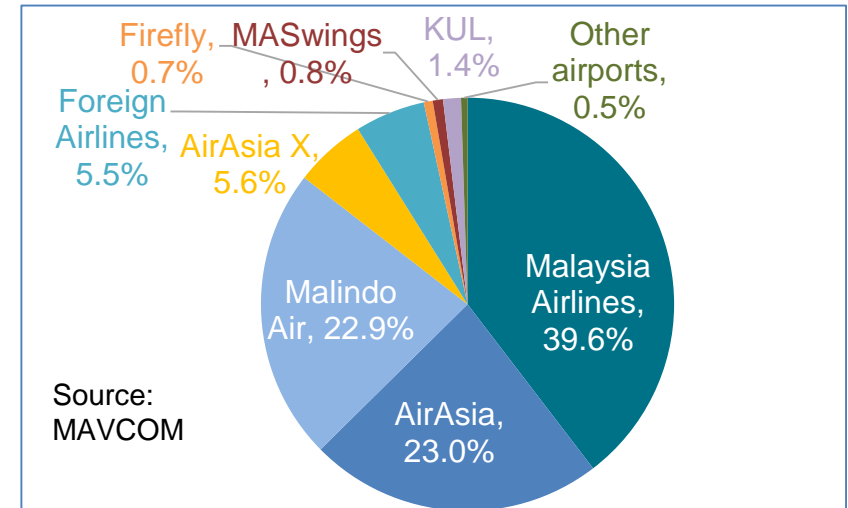


Figure 2: Breakdown of total complaints received for the period 1 July to 31 December 2017

Other complaints received by MAVCOM



In addition to the 821 complaints that were registered with MAVCOM, the Commission also received an additional:

- 573 complaints where document submission by consumers were incomplete, thereby resulting in the complaints which could not be properly and fairly evaluated;
- 139 complaints where the Commission's immediate assessment found that the airline or airport concerned had fulfilled their obligations under the Malaysian Aviation Consumer Protection Code 2016 ("MACPC"), and therefore was not taken further; and
- 69 complaints where the complaint was lodged either more than one year from the date of incident, was beyond the scope of the MACPC or was not related to the aviation industry.

The Commission advises all consumers who submit their complaints to MAVCOM to ensure all relevant documents are submitted to the Commission to ensure the complaints can be processed and evaluated accordingly.

Consumer complaints by airline



Table 1: Consumer complaints by airline for the period 1 July to 31 December 2018 against 1 July to 31 December 2017

	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MASwings		Malindo Air		Foreign airlines		Total	
	Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
Total complaints received by MAVCOM	230	169	49	41	7	5	413	291	6	6	69	168	36	41	810	721
Complaints received by MAVCOM per million passengers carried	10	8	19	15	7	5	45	31	5	5	19	40	N/A	N/A	17	17

Source: MAVCOM, MAHB

The **highest number of complaints received by MAVCOM was on Malaysia Airlines, with 413 complaints**. This represents a 41.9% increase in the number of complaints received by MAVCOM on Malaysia Airlines compared to the period 1 July to 31 December 2017, when 291 complaints were received.

The second and third highest were complaints on AirAsia and Malindo Air, with 230 and 69 complaints respectively. Complaints received on AirAsia for the period 1 July to 31 December 2018 increased by 36.1% compared to the previous period, whilst complaints on Malindo Air decreased by 58.9% compared to the previous period.

For every million passengers carried, Malaysia Airlines received the highest number of complaints with 45 complaints for every million passengers carried. This is followed by Malindo Air and AirAsia X, which received 19 complaints respectively per million passengers carried for the period 1 July to 31 December 2018.

Consumer complaints by category

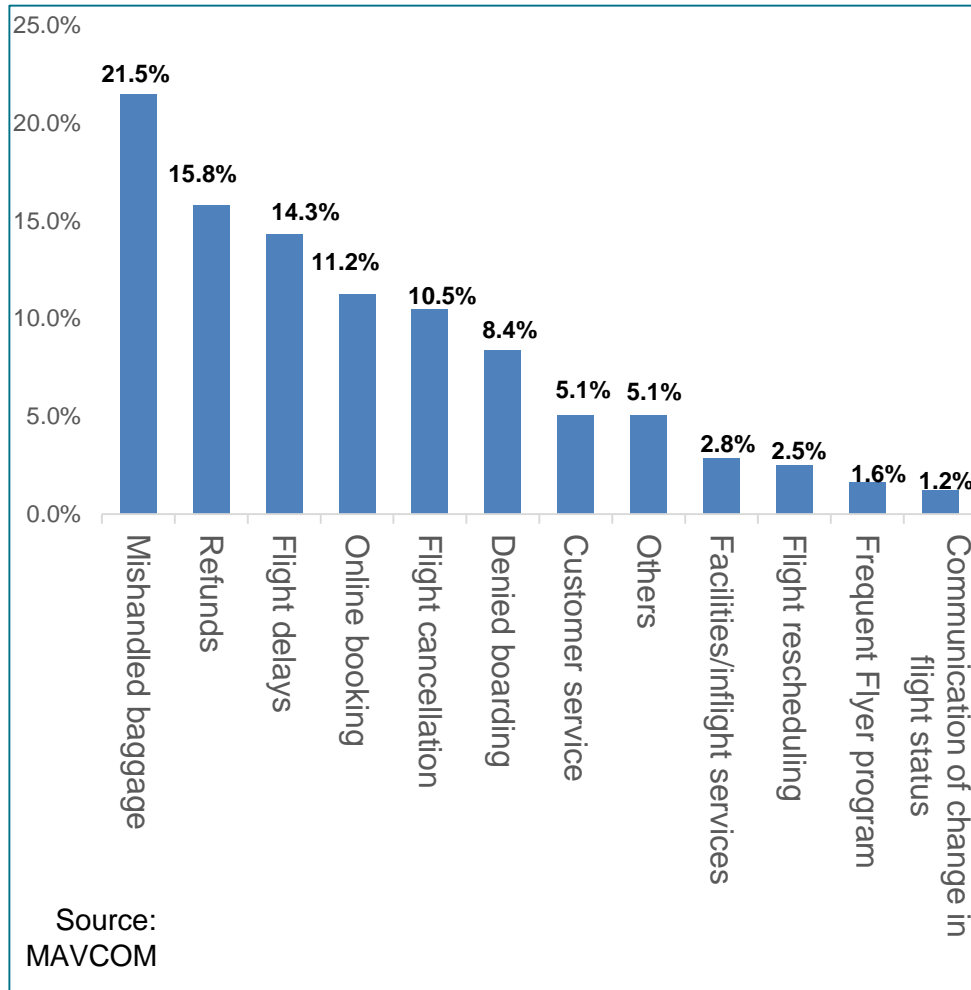


Figure 4: Consumer complaints by category – 1 July to 31 December 2018

The **top three** complaints received by MAVCOM for the period 1 July to 31 December 2018 were related to **mishandled baggage, processing of refunds and flight delays**, which collectively contributed to 51.6% of total complaints received. The top three complaint categories were the same as the previous period.

Complaints related to mishandled baggage for the period 1 July to 31 December 2018 increased year-on-year from 171 to 174, a minor increase of 1.8%, attributed primarily to Malaysia Airlines and AirAsia.

The number of complaints on the processing of refunds for the period 1 July to 31 December 2018 decreased year-on-year from 154 to 128, with AirAsia and Malaysia Airlines contributing 70.3% of complaints received.

Complaints related to flight delays for the period 1 July to 31 December 2018 also decreased from 140 to 116 during the same period in 2017, a decrease of 17.1%, with Malaysia Airlines contributing 62.9% of the complaints received in this category for the current period.

Refer to next page for complaints by category and by airline.

Note: ‘Others’ comprise of complaints on fees, counter check-in reservation issues, complaints handling issues, food and beverage issues and any other complaints. For further details on these categories, please refer to **Appendix 1**.

Consumer complaints by airline and category



Table 2: Complaint categories by airline for the period 1 July-31 December 2018 against 1 July-31 December 2017

Category / Airlines	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MAS wings		Malindo Air		Foreign airlines		Total	
	Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
Communication of change in flight status	1	-	1	-	-	-	6	-	-	-	2	-	-	-	10	-
Complaints handling	-	4	-	-	-	-	1	6	-	-	-	-	-	-	1	10
Customer service	9	7	-	1	1	-	26	11	-	-	3	8	2	2	41	29
Denied boarding	21	12	1	6	-	-	39	27	-	-	3	2	4	6	68	53
Facilities/inflight services	4	1	1	-	-	1	15	7	-	1	3	5	-	-	23	15
Flight cancellation	13	5	7	4	2	-	55	22	2	1	4	17	2	2	85	51
Flight delays	26	37	-	6	2	2	73	45	2	2	11	40	2	8	116	140
Flight rescheduling	4	-	-	-	-	-	12	-	-	-	3	-	1	-	20	-
Food and beverage	1	2	-	-	-	-	5	1	-	-	1	1	-	-	7	4
Frequent flyer program	5	-	-	1	1	-	7	7	-	-	-	1	-	-	13	9
Mishandled baggage	40	27	8	12	-	-	91	91	-	1	14	28	21	12	174	171
Online booking	47	23	6	4	1	-	31	32	-	-	6	9	-	1	91	69
Price of tickets	4	-	1	-	-	-	1	-	-	-	2	-	1	-	9	-
Refunds	46	44	21	7	-	2	44	35	2	1	13	56	2	9	128	154
Safety and security	2	1	-	-	-	-	-	-	-	-	1	-	-	-	3	1
Special assistance (Persons with Disability)	1	-	-	-	-	-	2	-	-	-	-	-	-	-	3	-
Upgrading/downgrading	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-	3
Others	6	5	3	-	-	-	5	6	-	-	3	1	1	-	18	12
Grand Total	230	169	49	41	7	5	413	291	6	6	69	168	36	41	810	721

Source: MAVCOM

Note: Mishandled baggage, processing of refunds and flight delays represent 50.9% of the nature of complaints received by MAVCOM

Consumer complaints by airport and category



MAVCOM received **11 complaints on airports** involving KL International Airport (“KLIA”), KL International Airport 2 (“klia2”), and Sultan Abdul Aziz Shah Airport for the period 1 July to 31 December 2018. This is a decrease of 21.4% as compared to the period 1 July to 31 December 2017, when MAVCOM received 14 complaints on airports. **The complaints were mainly related to airport facilities, airport security and special assistance.**

Table 3: Complaint categories by airport for the period 1 July-31 December 2018 against 1 July-31 December 2017

Category / Airport	KLIA		klia2		Kota Kinabalu		Labuan		Miri		Sibu		Sultan Abdul Aziz Shah		Total	
	Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
Facilities	3	3	1	2	-	-	-	-	-	1	-	1	1	-	5	7
Customer service	-	1	-	2	-	1	-	-	-	-	-	-	-	-	-	4
Safety and security	2	-	3	-	-	-	-	-	-	-	-	-	-	-	5	-
Special assistance/ PWD	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
Others	-	2	-	-	-	-	-	1	-	-	-	-	-	-	-	3
Grand Total	5	6	5	4	-	1	-	1	-	1	-	1	1	-	11	14

Source: MAVCOM

Note: ‘Others’ comprise of complaints on kerbside traffic congestion and missing baggage in the airport. For further details on these categories, please refer to **Appendix 1**.

Other Initiatives

FlySmart - initiatives to educate consumer of their travel rights



The Commission has implemented various initiatives aimed at protecting and empowering consumers through FlySmart.



Facebook & Instagram Page

FlySmart's official **Facebook** page was launched on 16 July 2018. The Facebook page allows consumers to learn more about their travel rights in an **interactive manner**. It is also a platform to share travel tips, articles, travel videos and for consumers to share their travel experiences.

Since the launch, FlySmart has published 76 posts on travellers' rights comprising of travel-related news, travel tips, stories and experiences from travellers with the objective for other consumers to acquire the knowledge from travellers who have completed their travel. These posts have reached 2.5 million people on Facebook.

As of 31 December 2018, there were 2,223 followers on FlySmart's Facebook page. The Commission will continue with our online engagements and initiatives to reach out to more travellers throughout Malaysia and beyond in 2019.

The Commission would be reaching out to consumers through FlySmart's official **Instagram** page which aims to create connection with travellers through stories and travel tips displayed in a **visual content**.

FlySmart - initiatives to educate consumer of their travel rights



Mobile Application

A dedicated FlySmart mobile application was launched in November 2018, which is available on both iOS and Android platforms. The mobile application will enable consumers to receive push notifications on travel rights and most current alerts. Consumers are now also empowered to provide feedback or lodge complaints on-the-go through the Mobile application.

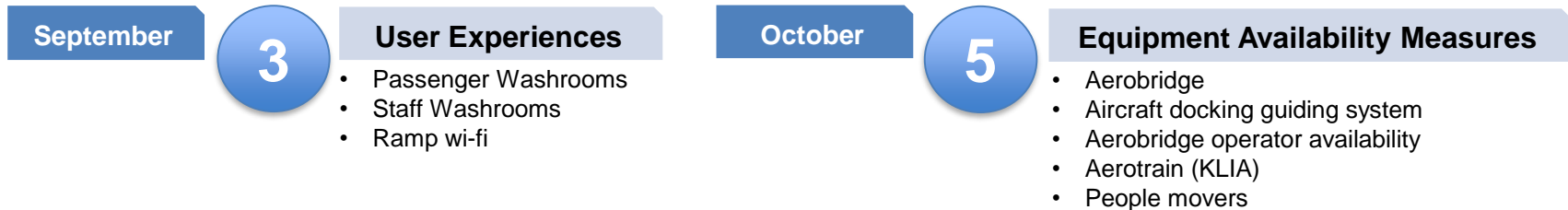
On Ground Awareness Initiatives

FlySmart participated in events such as MATTA Fairs conducted in Kuala Lumpur, Johor, Perak, Negeri Sembilan, Sabah and Sarawak to ensure Malaysians are aware of their travel rights. In 2018, MAVCOM disseminated information about consumer rights under the Malaysian Aviation Consumer Protection Code 2016 when consumers encounter a flight issue. The Commission plans to continue participating and having MAVCOM's presence at MATTA Fairs throughout the country in 2019.

Implementation of the Airports Quality of Service (“QoS”) framework at KLIA and klia2



The Airports QoS Framework for KLIA and klia2 commenced in phases beginning from 1 September 2018 and 1 October 2018 respectively. A total of eight service quality elements have been implemented at both terminals. Details of the implementation are as follows:



The measurement mechanisms for all 28 service quality elements for both terminals are expected to be in place by Q3 2019. Details of the 2019 KLIA and klia2 QoS overall implementation timeline is in the table below.

Quality of Service Category	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Additional user experiences (satisfaction overall, washrooms, terminal condition, Flight Information Display System, wi-fi, wayfinding, kerbside congestion)		1.54% revenue at risk			
Additional equipment availability measure (Baggage Handling System)		0.26% revenue at risk			
Queue monitoring (kerbside, check-in, security, immigration in/out and transfer, customs in/out)				*0.52% revenue at risk	
Baggage measures (short-shipped bags, first and last bag delivery)				*0.76% revenue at risk	

* Provisional targets

For other airports such as Subang, Langkawi and Kota Kinabalu, the shadow run is expected to commence by Q3 2019 and implementation by **Q1 2020**.

THANK YOU



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Appendix 1

Consumer complaints by category



Categories	Explanation
Refunds	Request for reimbursement of money due to the passenger
Mishandled baggage	Complaints on baggage that is delayed, damaged, pilfered, lost or stolen
Flight cancellations	Complaints on flights that were cancelled by the airline
Flight delays	Complaints in relation to flights that depart more than 2 hours later than the scheduled time of departure reflected in the e-ticket
Flight rescheduling	Complaints on flights that were rescheduled by airlines with advanced notification to consumers
Online booking issues	Complaints related to problems faced at the point of online booking such as payment confirmation or e-ticket not received by the passenger
Denied boarding	Person(s) not allowed to board the flight due to overbooking by the airline
Customer service	Complaints on attitude or service level of airline/airport staff
Complaints handling	Complaints on the manner in which consumer feedback/complaint was handled
Communication of change in flight status	Complaints in relation to no notification by airlines of changes in flight status
Others	Complaints on other issues such as change of operating airport, processing fee charged by airlines, sports equipment charges and any other complaints.
Facilities and inflight services	Complaints on facilities and services onboard the aircraft such as toilet cleanliness, food quality and inflight entertainment system

Consumer complaints by category (cont'd)



Categories	Explanation
Frequent flyer program	Complaints related to airline loyalty programs (accrual and redemption of points/ miles)
Food and beverage	Complaints related to food and beverage served by the airlines
Downgrading	Complaints related to the downgrading of the ticket class
Price of tickets	Complaints related to the price of tickets by the airlines
Special assistance (Persons with Disability)	Complaints related to special assistance (wheelchairs etc.) for Persons with Disability
Safety and security	Complaints on immigration, customs and airport security
Airport facilities	Complaints related to the facilities at the airport