

# MALAYSIAN AVIATION COMMISSION

## Consumer Report

July to December 2019



**Malaysian  
Aviation Commission**  
*Suruhanjaya Penerbangan Malaysia*

# TABLE OF CONTENTS

---



	<b>Page</b>
<b>Complaints Statistics – 1 July to 31 December 2019</b>	
Consumer complaints summary	4
Non-actionable complaints lodged with MAVCOM	5
Consumer complaints by airline	6
Consumer complaints by category	7
Consumer complaints by airline and category	8
Consumer complaints by airport and category	9
<b>Other Initiatives</b>	
Non-compliance to MACPC	11
Implementation of the Quality of Service (QoS) framework at KLIA and klia2	12
FlySmart - initiative to educate consumer of their air travel rights	14

# **Complaints Statistics – 1 July to 31 December 2019**

# 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 2019.

A total of **783 complaints were registered with MAVCOM for the period 1 July to 31 December 2019**, with 751 complaints on airlines and 32 on airports. This is a decrease of 4.7% as compared to the period 1 July to 31 December 2018, when MAVCOM registered 822 complaints.

**98.6% of the complaints received for the period 1 July to 31 December 2019 have been resolved** and closed by MAVCOM. Mishandled baggage, processing of refunds and flight delay issues represent 51.9% 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 2019, 51.0% 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 a decrease of 3.7% as compared to the period 1 July to 31 December 2018. For the period 1 July to 31 December 2019, Malaysia Airlines was the highest contributor of complaints received by MAVCOM. This is followed by AirAsia and Malindo Air.

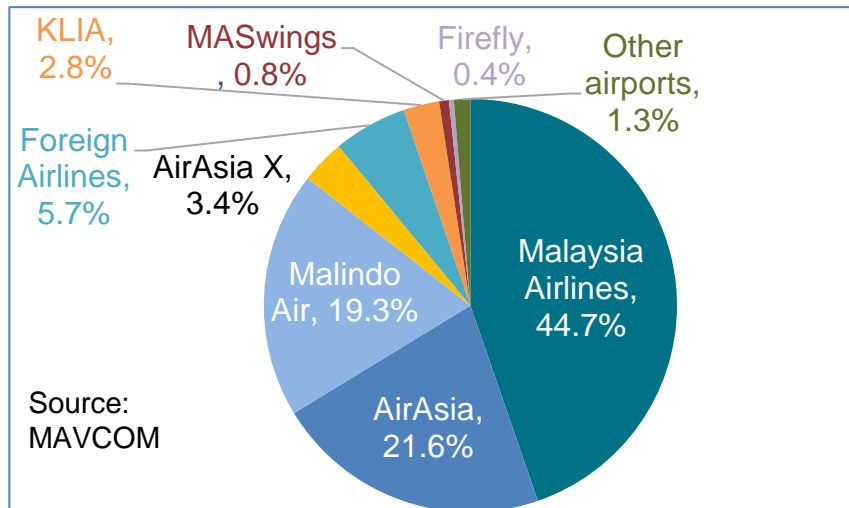


Figure 1: Breakdown of total complaints received for 1 July to 31 December 2019

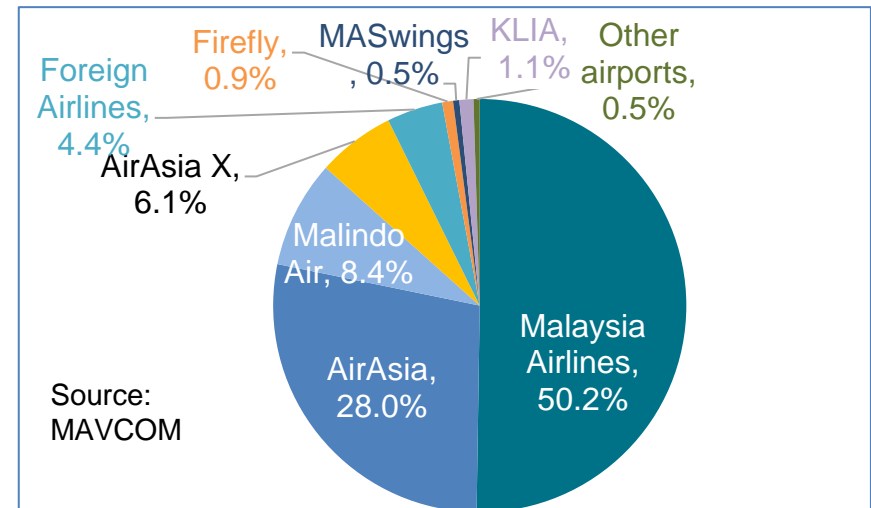


Figure 2: Breakdown of total complaints received for 1 July to 31 December 2018

# Non-actionable complaints lodged with MAVCOM

---



In addition to the 783 complaints that were registered with MAVCOM, the Commission also received an additional:

- 1,022 complaints where document submission by consumers remained incomplete even subsequent to MAVCOM's follow up, thereby resulting in those complaints not able to be properly and fairly evaluated;
- 191 complaints where the Commission's immediate assessment established that the airline or airport concerned had fulfilled their obligations under the Malaysian Aviation Consumer Protection Code 2016 ("MACPC"), and therefore were not taken further; and
- 94 complaints that were lodged with the Commission were either (i) more than one year from the date of incident, (ii) beyond the scope of the MACPC, (iii) subsequently withdrawn or (iv) related to the travel agents.

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 2019 vs 1 July to 31 December 2018

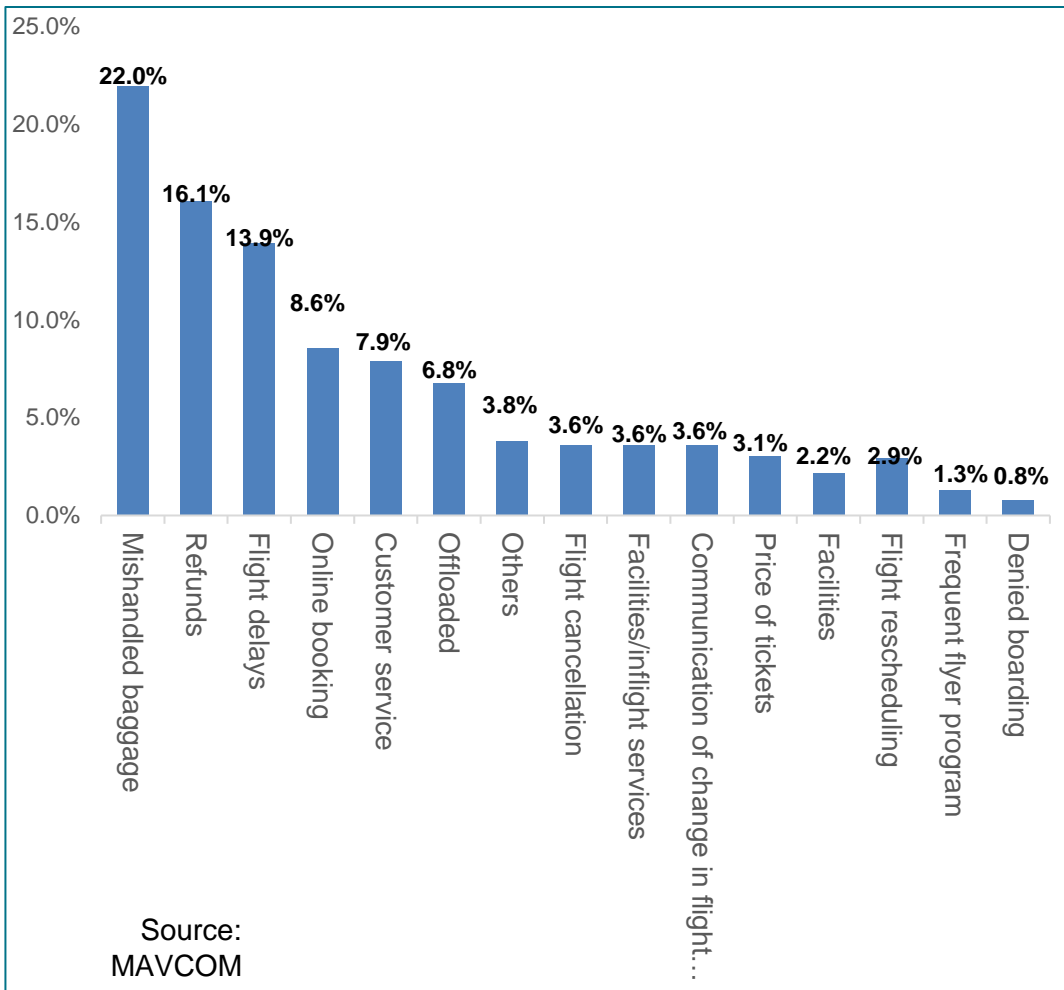
	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MASwings		Malindo Air		Foreign airlines		Total	
	Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Total complaints received by MAVCOM	460	407	68	88	11	13	936	787	13	7	349	124	133	94	1,971	1,520
Total complaints registered with MAVCOM (complete document submission)	169	230	27	50	3	7	350	413	6	6	151	69	45	36	751	811
MAVCOM's immediate assessment found that the airline had fulfilled their obligations	39	24	4	8	1	2	82	65	1	1	19	11	17	9	163	120
Complaints received by MAVCOM per million passengers carried	6	10	9	19	3	7	35	45	7	5	23	19	NA	NA	14	18

Source: MAVCOM, MAHB

A total of 751 complaints on airlines were registered with MAVCOM for the period 1 July to 31 December 2019. This is a decrease of 7.3% as compared to the period of 1 July to 31 December 2018, when MAVCOM registered 811 complaints. All airlines except for Malindo Air had a reduction in the number of complaints that were registered with MAVCOM.

For every million passengers carried, Malaysia Airlines received the highest number of registered complaints with 35 complaints for every million passengers carried. This is followed by Malindo Air and AirAsia X, which received 23 and 9 complaints respectively per million passengers carried for the period 1 July to 31 December 2019.

# Consumer complaints by category



**Figure 4: Consumer complaints by category – 1 July to 31 December 2019**

The **top three** complaints received by MAVCOM for the period 1 July to 31 December 2019 were **mishandled baggage, processing of refunds and flight delays**. Complaints related to mishandled baggage for the period 1 July to 31 December 2019 decreased slightly year-on-year from 174 to 172.

The number of complaints on the processing of refunds for the period 1 July to 31 December 2019 decreased year-on-year from 128 to 126, with Malaysia Airlines, AirAsia and Malindo Air contributing 92.1% of complaints received.

Complaints related to flight delays for the period 1 July to 31 December 2019 decreased from 116 to 109 during the same period in 2018, a decrease of 6.0%. This is mainly due to a 24.6% decrease of complaints by Malaysia Airlines as compared to the period 1 July to 31 December 2018.

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

# Consumer complaints by airline and category

**Table 2: Complaint categories by airline for the period 1 July-31 December 2019 against 1 July-31 December 2018**

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	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Complaints handling	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Communication of change	8	1	-	1	-	-	14	6	-	-	5	2	1	-	28	10
Customer service	9	9	3	-	-	1	28	26	1	-	11	3	3	2	55	41
Denied boarding	-	11	-	-	-	-	4	28	-	-	1	2	1	2	6	43
Facilities/inflight services	3	4	3	1	-	-	15	15	-	-	7	3	-	-	28	23
Flight cancellation	5	13	2	7	-	2	14	55	2	2	4	4	1	2	28	85
Flight delays	17	26	-	-	2	2	55	73	-	2	32	11	3	2	109	116
Flight rescheduling	3	4	1	-	-	-	8	12	1	-	8	3	2	1	23	20
Food and beverage	-	1	-	-	-	-	-	5	-	-	-	1	-	-	-	7
Frequent flyer program	4	5	-	-	-	1	6	7	-	-	-	-	-	-	10	13
Lounge	-	-	-	-	-	-	1	-	-	-	1	-	-	-	2	0
Mishandled baggage	27	40	5	8	-	-	104	91	-	-	16	14	20	21	172	174
Online booking	19	47	3	7	1	1	26	31	-	-	14	6	4	-	67	92
Offloaded	13	10	2	1	-	-	25	11	-	-	8	1	5	2	53	25
Price of tickets	9	4	1	1	-	-	8	1	1	-	3	2	2	1	24	9
Refunds	48	46	6	21	-	-	31	44	1	2	37	13	3	2	126	128
Safety and security	-	2	-	-	-	-	-	-	-	-	-	1	-	-	-	3
Special assistance (Persons with Disability)	1	1	-	-	-	-	-	2	-	-	-	-	-	-	1	3
Others	3	6	1	3	-	-	11	5	-	-	4	3	-	1	19	18
<b>Grand Total</b>	<b>169</b>	<b>230</b>	<b>27</b>	<b>50</b>	<b>3</b>	<b>7</b>	<b>350</b>	<b>413</b>	<b>6</b>	<b>6</b>	<b>151</b>	<b>69</b>	<b>45</b>	<b>36</b>	<b>751</b>	<b>811</b>

Source: MAVCOM

**Note:** 'Others' comprise of complaints on fees, reservation issues, special assistance, facilities and any other complaints. For further details on these categories, please refer to **Appendix 1**



# Consumer complaints by airport and category



MAVCOM received **32 complaints on airports** involving KL International Airport (“KLIA”), KL International Airport 2 (“klia2”), Kuching International Airport, Kuantan Airport, Terengganu Airport, Miri International Airport, Senai International Airport, Sibul Airport and Penang International Airport for the period 1 July to 31 December 2019. For the period 1 July to 31 December 2018, MAVCOM received 11 complaints on airports. **The complaints were mainly related to airport facilities, airport security and customer service.**

**Table 3: Complaint categories by airport for the period 1 July-31 December 2019 against 1 July-31 December 2018**

Category / Airport	KLIA		Klia2		Kuching		Kuantan		Kuala T'ganu		Miri		Senai Int'l Airport		Sibu		Subang		Penang		Total	
	Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec		Jul-Dec	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Customer service	3	-	3	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	7	-
Facilities	3	3	9	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	3	-	18	5
Safety and security	1	2	-	2	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	4	4
Others	3	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	2
<b>Grand Total</b>	<b>10</b>	<b>5</b>	<b>12</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>3</b>	<b>-</b>	<b>32</b>	<b>11</b>

Source: MAVCOM

**Note:** ‘Others’ comprise of complaints on change of gate. For further details on these categories, please refer to **Appendix 1**.

# Other Initiatives

# Non-compliance to the Malaysian Aviation Consumer Protection Code 2016 (MACPC)

The Commission consistently monitors the conduct of airlines and airports to ensure they comply with the MACPC

The Commission has found that both AirAsia Berhad and AirAsia X Berhad have violated the requirement for Full disclosure of final price of air fare of the MACPC between 1 June 2019 to 9 August 2019.

At the point of payment, airlines must disclose the final price of its airfare which includes base fare, government-imposed fees and taxes, fees and charges prescribed under any written law, fuel surcharge and charges for optional services purchased.

On 6 September 2019, the Commission imposed a financial penalty of RM 200,000 each to AirAsia Berhad and AirAsia X Berhad for the non-compliance of the Full disclose of final price of air fare. The airlines had paid the fines to the Commission on 4 October 2019.

Air Asia Berhad and Air Asia X continue to commit the same offence between 10 August 2019 to 11 September 2019. The Commission imposed a financial penalty of RM 2 million each on 16 January 2020 for this second non-compliance.

## WHEN PAYING FOR TICKETS

Airlines must display the breakdown of:



Base fare



Government imposed taxes and fees



Fees and charges prescribed under any written law



Fuel surcharge



Optional services purchased by a consumer on an opt-in basis



An initiative by the Malaysian Aviation Commission (MAVCOM)

# Implementation of the Airports Quality of Service (Airports QoS Framework) at KLIA and klia2



As at 30 June 2019, 17 service quality elements have been implemented at both terminals. Details of the implementation are as follows:

User Experiences	Equipment Availability + Baggage Flows	Operator and Staff Facilities
<ul style="list-style-type: none"> <li>• Kerbside congestion (for departure)</li> <li>• Wayfinding</li> <li>• Flight information display</li> <li>• Availability of Wi-fi</li> <li>• Cleanliness of the terminal</li> <li>• Ambiance of the terminal</li> <li>• Cleanliness of passenger washroom</li> <li>• Overall satisfaction with the washroom</li> <li>• Overall satisfaction with the airport</li> </ul>	<ul style="list-style-type: none"> <li>• Lifts, escalators and walkalators availability</li> <li>• Aerotrain availability (applicable at KLIA only)</li> <li>• Aerobridge availability</li> <li>• Visual Docking Guidance System availability</li> <li>• Baggage Handling System</li> </ul>	<ul style="list-style-type: none"> <li>• Ramp Wi-Fi</li> <li>• Aerobridge operator availability</li> <li>• Cleanliness of staff washrooms</li> </ul>

On 1 July 2019, the Commission commenced measurement for 3 quality service elements which are as follows:

- Short-shipped bags - baggage that are not loaded into the aircraft when departing KLIA & KLIA2
- Baggage retrieval on arrival - time taken for the first bag to arrive at the baggage carousel
- Baggage retrieval on arrival - time taken for the last bag to arrive at the baggage carousel

From the overall 28 service quality elements in the Airports QoS Framework, the Commission has implemented a total of 20 service quality elements as of 31 December 2019. Work is still in progress to complete the remaining 8 service quality elements at both terminals. The remaining service quality elements are related to queueing time (including e.g. immigration queue, check-in queue, customs queue and kerbside queue).

As at 30 June 2019, the Commission has imposed a financial penalty of RM2.03 million on MA Sepang, a subsidiary of Malaysia Airports Holding Berhad (MAHB) for failing to meet several requirements of the QoS Framework between January to June 2019.

# Development of the Airports QoS Framework at Subang, Langkawi and Kota Kinabalu



The Commission commenced the QoS development stage for three other airports which are Subang (SZB), Langkawi (LGK) and Kota Kinabalu (BKI) in the beginning of Q4 2018 and has completed the development works in December 2019.

Following the decision by the government in December 2019 to disband MAVCOM, the Commission will be transferring the development and implementation of the QoS for the three airports to the Civil Aviation Authority of Malaysia (CAAM), who will be taking the economic regulatory function once the MAVCOM Act is repealed.



# FlySmart - initiative to educate consumer of their air travel rights



The Commission has implemented various initiatives aimed at protecting and empowering consumers through its sub-brand, FlySmart.



## FlySmart's Facebook & Instagram pages

In August 2019, the Commission launched a consumer awareness campaign “know before you fly” in the social media and Google platforms, which was aimed to educate and empower consumers about their travel rights. The campaign had reached out to 5.4 million users in Malaysia. The FlySmart Facebook and Instagram pages are constantly updated with information about air travel rights to ensure consumers are fully equipped and acquire necessary knowledge should they encounter a flight issue.

## Mobile Application

The FlySmart mobile application was launched by the Commission to enable consumers to receive push notifications on travel rights and current alerts relative to air travel. The application also enable consumers to provide feedback or lodge complaints on-the-go. The mobile application has recorded 28,896 downloads as at 31 December 2019.



## Consumer Awareness

The Commission also participated at various MATTA Fairs which took place in Kuala Lumpur, Sibul, Kuching, Johor and Penang to ensure Malaysians who intend to travel are aware of their travel rights under the MACPC.



**THANK YOU**



**MAVCOM**

Level 19, Menara 1 Sentrum  
201, Jalan Tun Sambanthan  
50470 Kuala Lumpur  
Malaysia

T: +603 2772 0600  
F: +603 2772 0601  
W: [www.mavcom.my](http://www.mavcom.my)

# Appendix 1



# Consumer complaints by category



Categories	Explanation
<b>Refunds</b>	Request for reimbursement of money due to the passenger
<b>Mishandled baggage</b>	Complaints on baggage that is delayed, damaged, pilfered, lost or stolen
<b>Flight cancellations</b>	Complaints on flights that were cancelled by the airline
<b>Flight delays</b>	Complaints in relation to flights that depart more than 2 hours later than the scheduled time of departure reflected in the e-ticket
<b>Flight rescheduling</b>	Complaints on flights that were rescheduled by airlines with advanced notification to consumers
<b>Online booking issues</b>	Complaints related to problems faced at the point of online booking such as payment confirmation or e-ticket not received by the passenger
<b>Denied boarding</b>	Person(s) not allowed to board the flight due to overbooking by the airline
<b>Customer service</b>	Complaints on attitude or service level of airline/airport staff
<b>Complaints handling</b>	Complaints on the manner in which consumer feedback/complaint was handled
<b>Communication of change in flight status</b>	Complaints in relation to no notification by airlines of changes in flight status
<b>Facilities and inflight services</b>	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
<b>Frequent flyer program</b>	Complaints related to airline loyalty programs (accrual and redemption of points/ miles)
<b>Food and beverage</b>	Complaints related to food and beverage served by the airlines
<b>Downgrading</b>	Complaints related to the downgrading of the ticket class
<b>Lounge</b>	Complaints related to airlines lounge facilities
<b>Price of tickets</b>	Complaints related to the price of tickets by the airlines
<b>Special assistance (Persons with Disability)</b>	Complaints related to special assistance (wheelchairs etc.) for Persons with Disability
<b>Safety and security</b>	Complaints on immigration, customs and airport security
<b>Airport facilities</b>	Complaints related to the facilities at the airport
<b>Others</b>	Complaints on other issues such as change of operating airport, processing fee charged by airlines, sports equipment charges and any other complaints.