

# MALAYSIAN AVIATION COMMISSION

## Consumer Report July to December 2021



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

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# Consumer complaints summary

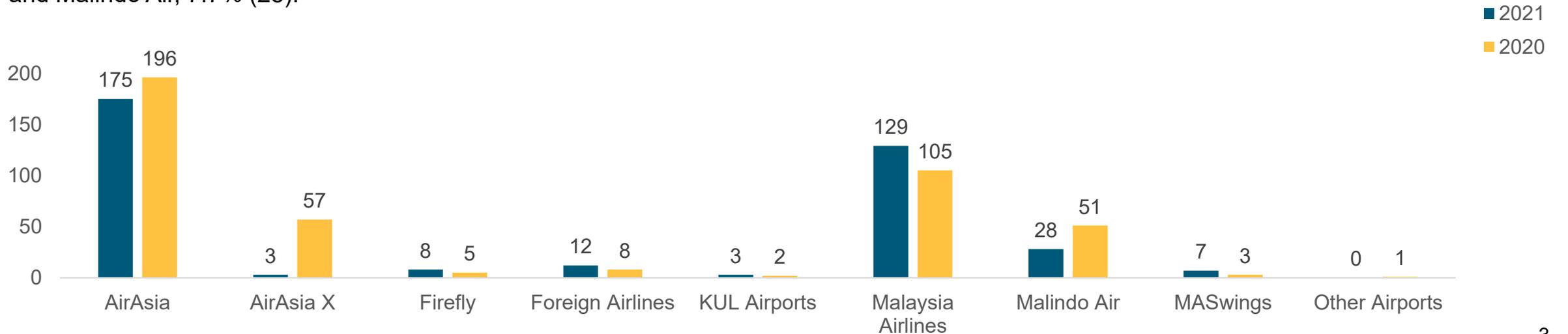


This Consumer Report summarizes aviation consumers' complaints registered with MAVCOM by website, e-mail, telephone, mobile application and in writing from 1 July to 31 December 2021("2H21").

A total of 365 complaints were registered with MAVCOM in 2H21, in which, 99.2% (362) of the total complaints were received related to airlines and 0.8% (3) related to airports. This was a decrease of 14.7% as compared to the same period last year when 428 complaints were registered with MAVCOM. 84.1% (307) of the total complaints received in 2H21 have been resolved and closed by MAVCOM.

Complaints related to flight cancellation, online booking, and flight rescheduling made up 57.3% (209) of the total complaints registered with MAVCOM in 2H21. Through MAVCOM's review of the complaints received in 2H21, 58.8% (183) of the complaints have resulted in airlines reversing their initial decisions by providing resolutions that are more equitable or satisfactory to the consumers. This was a decrease of 0.2 percentage points as compared to the same period in 2020.

AirAsia was the highest contributor with 47.9% (175) complaints registered with MAVCOM in 2H21, followed by Malaysia Airlines, 35.3% (129) and Malindo Air, 7.7% (28).



Source: MAVCOM

**Breakdown of total complaints registered with MAVCOM, 2H21**

# Non-actionable complaints registered with MAVCOM



In addition to the 365 complaints that were registered, MAVCOM also received 435 cases which were non-actionable due to the following reasons:

- 352 complaints were related to incomplete document submission by consumers, resulting in MAVCOM's inability to accurately and fairly evaluate the complaints, despite MAVCOM's follow-up;
- 33 consumers request to withdraw the complaints as fair resolution was provided by the airline;
- 21 complaints whereby MAVCOM's immediate assessment established that the airlines or airports concerned had fulfilled the obligations under the Malaysian Aviation Consumer Protection Code 2016 ("MACPC") and therefore, were not taken further;
- 20 complaints were related to bookings made through travel agents and the consumers approached MAVCOM for assistance;
- 4 complaints were more than one year from the date of the incident;
- 4 complaints were beyond the scope of MACPC; and
- 1 complaint was not related to the aviation industry

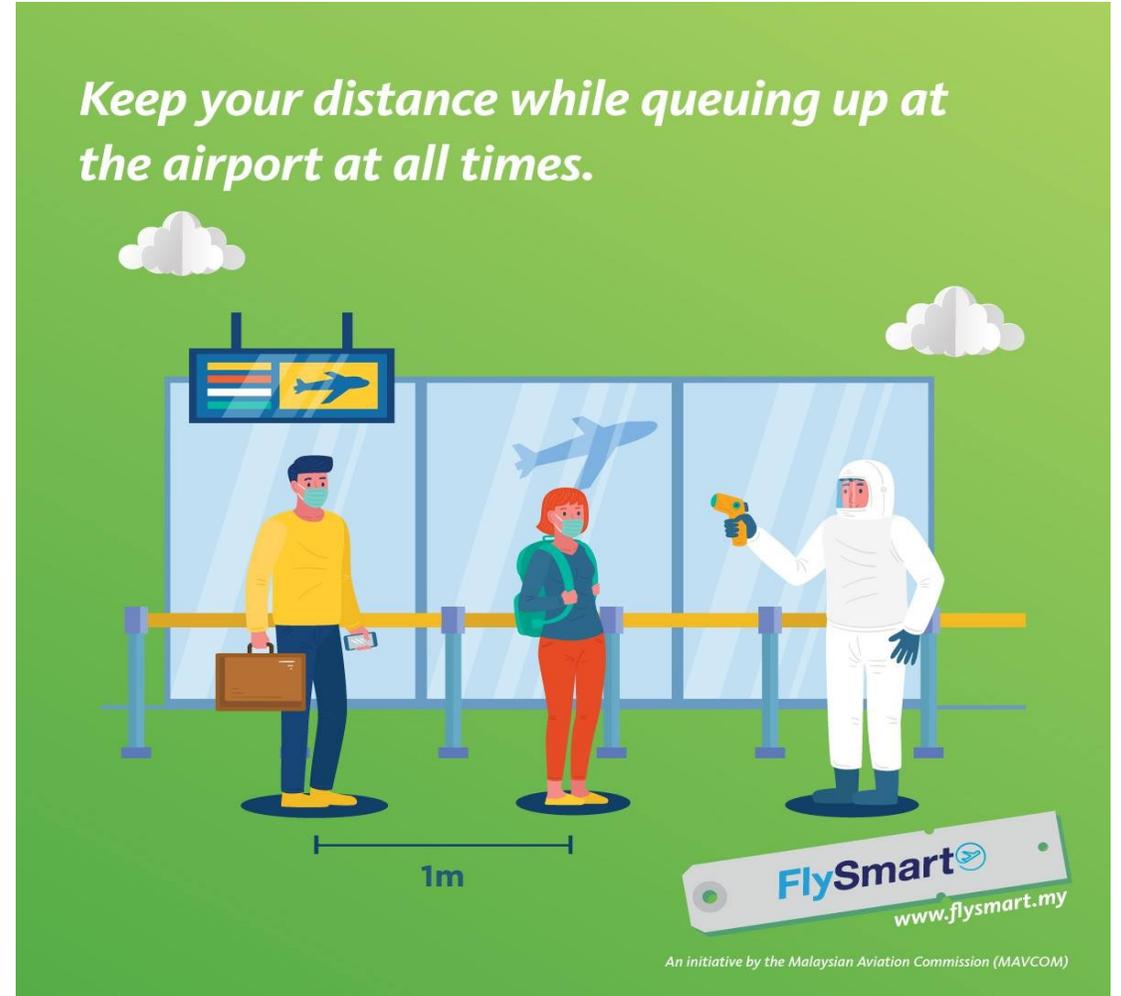
# COVID-19 update

On top of the 365 actionable complaints, MAVCOM received 208 COVID-19 refund-related cases. These refund requests are mainly due to flight cancellations by the airlines. At the same time, some consumers request for refunds as they were not in favour of travelling due to the pandemic.

Malaysian domestic travel has gradually resumed in the last quarter of 2021. The opening of Langkawi island to locals under a travel bubble and a travel lane for fully vaccinated travellers (“VTL”) to and from Singapore and Malaysia without quarantine has shown a positive impact on the aviation industry and tourism development in Malaysia.

A total of 3.4 million passengers were carried in 2H21 by Malaysian carriers. This was an increase of 9.6% as compared to the same period in 2020 whereby 3.1 million passengers were carried by Malaysian carriers. This was mainly due to the easing of travel restrictions and reopening of international borders arising from the rapid vaccination rollout.

As of 4 February 2022



# Consumer complaints by airline



A total of 362 complaints on airlines (with complete document submission) were registered with MAVCOM in 2H21. This was a decrease of 14.8% as compared to the same period in 2020 whereby 425 complaints were registered with MAVCOM.

All airlines had a reduction in the number of complaints in 2H21 except for Malaysia Airlines and MASwings. On the contrary, the number of passengers carried by airlines slightly increased against the same period last year.

For every million passengers carried, Malaysia Airlines received the highest number of registered complaints with 74 complaints followed by Malindo Air and AirAsia with 61 complaints and 42 complaints per million passengers respectively.

**Table 1 : Consumer complaints by airline, 2H21**

	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	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
Total complaints registered with MAVCOM	439	357	4	87	13	16	255	221	12	7	43	93	27	43	793	824
Total complaints registered with MAVCOM (complete document submission)	175	196	3	57	8	5	129	105	7	3	28	51	12	8	362	425
MAVCOM's immediate assessment found that the airline had fulfilled their obligations	8	9	-	-	-	2	10	10	-	-	-	3	3	-	21	24
Total passengers carried (in millions)	1.9	2.3	0.0002	0.0064	0.2	0.2	0.9	0.2	0.2	0.2	0.3	0.2	-	-	3.4	3.1
Complaints registered with MAVCOM per million passengers carried	42	46	12	8,170	21	13	74	177	11	8	61	114	NA	NA	350	417

Source: MAVCOM, AOE Holders

# Consumer complaints by category



The top three complaint categories registered with MAVCOM in 2H21 were flight cancellation, online booking and flight rescheduling. For the same period in 2020, refunds were the top complaint followed by flight cancellations and flight rescheduling.

Complaints related to flight cancellation in 2H21 increased by 14.9% to 100 from 87 for the same period in 2020. AirAsia, Malaysia Airlines and Malindo Air contributed 96.0% of the complaints related to flight cancellation in 2H21.

Complaints related to online booking contributed 15.5% of the total complaints registered in 2H21. AirAsia and Malaysia Airlines contributed 83.9% of the complaints.

Complaints related to flight rescheduling in 2H21 increased by 71.0% to 53 from 31 in the same period in 2021. 49.1% of these complaints were due to consumers being unhappy with the alternative flights offered by the airlines. AirAsia contributed 67.9% of the complaints related to flight rescheduling followed by Malaysia Airlines, 22.7% and Malindo Air, 7.5%.

**Table 2: Consumer complaints by category, 2H21**

Complaints Category	Number of complaints	% of Total
Flight cancellation	100	27.6
Online booking	56	15.5
Flight rescheduling	53	14.6
Offloaded	28	7.7
Refunds	24	6.6
Frequent flyer program	23	6.4
Price of tickets	15	4.1
Mishandled baggage	15	4.1
Communication of change in flight status	13	3.6
Customer service	9	2.5
Flight delays	9	2.5
Denied boarding	6	1.7
Others	5	1.4
Safety and security	3	0.8
Facilities/inflight services	2	0.6
Special assistance/PWD	1	0.3
<b>Total</b>	<b>362</b>	<b>100.0</b>

Source: MAVCOM

**Note:** 'Others' consists of complaints involving group check-in process, inaccurate airport details provided in the itinerary and no receipt for the paid-extra baggage fee at the check in counter. Refer to the **Appendix** for more details.

# Consumer complaints by airline and category



Table 3: Complaint categories by airline, 2H21

Airlines/Categories	AirAsia		AirAsia X		Firefly		Foreign Airlines		Malaysia Airlines		Malindo Air		MASwings		Grand Total	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
Communication of change in flight status	4	9	-	1	-	-	1	-	7	12	-	1	1	-	13	23
Customer service	3	11	-	-	-	-	-	-	6	4	-	1	-	-	9	16
Denied boarding	-	-	-	-	-	-	-	-	6	1	-	1	-	-	6	2
Facilities/inflight services	1	1	-	-	-	-	-	-	1	1	-	-	-	-	2	2
Flight cancellation	58	47	-	3	3	1	1	-	25	20	13	16	-	-	100	87
Flight delays	3	1	-	-	-	-	-	-	2	1	3	1	1	1	9	4
Flight rescheduling	36	5	-	-	-	1	-	-	12	17	4	8	1	-	53	31
Frequent flyer program	10	17	2	3	-	-	-	-	10	1	1	-	-	-	23	21
Lounge	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	3
Mishandled baggage	3	4	-	1	-	-	2	3	9	8	1	-	-	-	15	16
Offloaded	9	7	-	-	1	-	6	1	11	6	1	2	-	-	28	16
Online booking	24	15	1	2	3	1	1	1	23	2	-	3	4	2	56	26
Others	3	5	-	2	-	1	1	1	1	7	-	-	-	-	5	16
Price of tickets	5	6	-	-	-	-	-	-	8	3	2	1	-	-	15	10
Refunds	13	68	-	45	1	1	-	2	7	18	3	15	-	-	24	149
Safety and security	2	-	-	-	-	-	-	-	1	1	-	2	-	-	3	3
Special assistance/PWD	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0
<b>Total</b>	<b>175</b>	<b>196</b>	<b>3</b>	<b>57</b>	<b>8</b>	<b>5</b>	<b>12</b>	<b>8</b>	<b>129</b>	<b>105</b>	<b>28</b>	<b>51</b>	<b>7</b>	<b>3</b>	<b>362</b>	<b>425</b>

Source: MAVCOM

**Note:** 'Others' consists of complaints involving group check-in process, inaccurate airport details provided in the itinerary and no receipt for the paid extra baggage fee at the check in counter. Refer to <sup>8</sup> the **Appendix** for more details.

# Consumer complaints by airports and category

MAVCOM registered **three complaints on airports** in 2H21 involving Kuala Lumpur International Airport (KUL). All three complaints were related to airport facilities. Consumers were unhappy with the management of the quarantine queues, buggy services and toilet facilities.

**Table 4: Complaint categories by airport, 2H21**

Airports/ Categories	KLIA		Kota Kinabalu		Sibu		Total	
	Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec	
	2021	2020	2021	2020	2021	2020	2021	2020
Customer Service	-	-	-	-	-	1	-	1
Facilities	3	1	-	1	-	-	3	2
Total	3	1	-	1	-	1	3	3

Source: MAVCOM

Total passenger movements at all airports in Malaysia between the period of July to December 2021 was 7.64 million in contrast to 6.49 million for the same period in 2020.

# Other Initiatives

# Implementation of Quality of Service (QoS) framework at KLIA and klia2



From the **overall 28 service quality elements** in the QoS framework, **MAVCOM had implemented** a total of **20 service quality elements** as of 31 December 2021 at **both terminals** (KLIA and klia2). Details of the implementation are as follows:

Service Quality Category			
	Passenger Comfort and Facilities	Operator and Staff Facilities	Passenger and Baggage Flows
Service Quality Elements	<ul style="list-style-type: none"> <li>▪ Kerbside congestion</li> <li>▪ Wayfinding</li> <li>▪ Flight information displays</li> <li>▪ Availability of Wi-Fi</li> <li>▪ Cleanliness of the terminal</li> <li>▪ Ambiance of the terminal</li> <li>▪ Overall satisfaction with the washrooms</li> <li>▪ Overall satisfaction with the airport</li> <li>▪ Cleanliness of passenger washrooms</li> </ul>	<ul style="list-style-type: none"> <li>▪ Availability of aerobridge</li> <li>▪ Availability of aerobridge operator</li> <li>▪ Availability of Visual Docking Guidance System (VDGS)</li> <li>▪ Availability of ramp Wi-Fi service</li> <li>▪ Cleanliness of staff washrooms</li> </ul>	<ul style="list-style-type: none"> <li>▪ Availability of Aerotrain Track Transit System (TTS) – for KLIA only</li> <li>▪ Availability of lifts, escalators, and walkalators</li> <li>▪ Availability of Baggage Handling System (BHS) equipment</li> <li>▪ Outbound baggage</li> <li>▪ Baggage retrieval – time to first bag</li> <li>▪ Baggage retrieval – time to last bag</li> </ul>

The remaining **8 service quality elements** are related to **queueing times** which include areas at the kerbside, check-in counters, passenger security search, immigration, and customs. **The full implementation** of all 28 service quality elements **at both terminals** is expected for **completion in 2022**.

MAVCOM has completed the **development phase** of the **QoS framework** at **Subang, Langkawi, and Kota Kinabalu airports** while the **preparation works** under the **implementation phase** for these 3 airports are expected to **commence in 1Q2022**.

As for the remaining **19 airports**, the QoS framework will be **implemented progressively** between **2024 and 2027**.

# FlySmart enhances its advocacy efforts to empower and protect consumers during these challenging times



With the roll-out of the national vaccine programs, air travel has begun to recover. The Malaysian government had also allowed more tourist destinations to reopen to local travellers, lifting its inter-state travel ban for fully vaccinated individuals. At the same time, several initiatives were introduced by the government to spur the travel industry, namely, the Langkawi international tourism travel bubble and the Vaccinated Travel Lane (“VTL”).

## FlySmart’s Travel Advisory Guide – Website and Mobile Application

As part of MAVCOM’s continuous efforts to improve awareness on air travel rights during this challenging time, the Commission introduced a travel advisory guide which is available on the FlySmart mobile application and website. The latest travel advisory guide serves as a one-stop centre for consumers to travel in the new norm which provides up-to-date information on air travel rules and restrictions including border restrictions, COVID-19 test, vaccination, and quarantine requirements globally, among others.

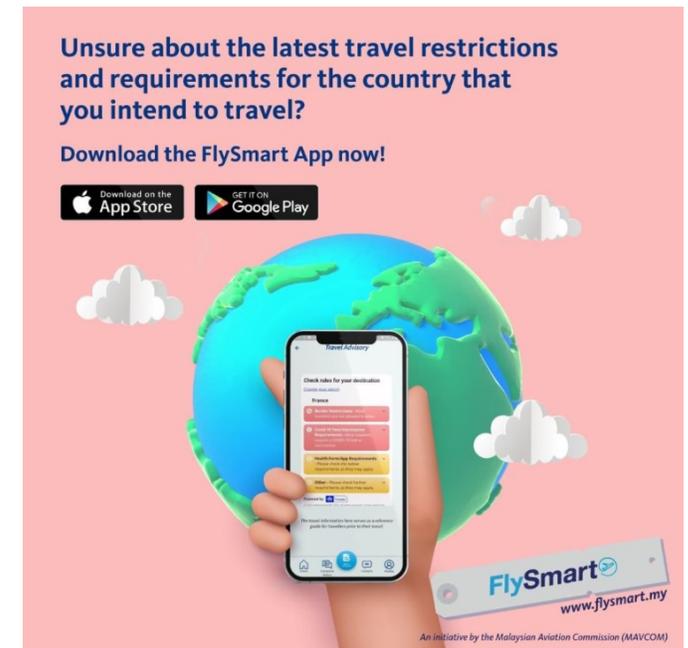
This new feature serves as a reference for consumers prior to their travel, as travel requirements change regularly and differ from one country to the next.

Parallel to these efforts, the Commission has also introduced Frequently Asked Questions (FAQ) segment in the FlySmart mobile application, equipped with a comprehensive list of answers to the most commonly asked questions on air travel rights.

In addition, the latest edition of the app also features a consolidated list of local and foreign airlines and airport contacts, enabling consumers to connect with airlines and airports easily regarding their flight or travel-related issues.

## FlySmart Social pages – Facebook and Instagram

MAVCOM continues its ongoing efforts of engaging consumers via Facebook and Instagram to promote the learning of travel rights through its official social pages. Together, these platforms provide travellers with the insight and knowledge of their air travel rights, resolving their common queries, and to prepare them for their journey.



# APPENDIX

# Glossary

Categories	Details
Actionable complaint	Complaints with complete documentation for MAVCOM's review
Communication of change	Complaints in relation to no notification by airlines of changes in flight status
Complaints handling	Complaints on the manner in which consumers feedback/complaints were handled
Customer service	Complaints on attitude and/or service levels of airlines/airports staffs
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 cancellations	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
Flight rescheduling	Complaints on flights that were rescheduled by airlines with advanced notification to consumers
Frequent flyer programme	Complaints related to airline loyalty programmes such as discrepancy on the credit value or unable to access to consumer's profiles
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 issues	Complaints related to problems faced at the point of online booking such as payment confirmation or e-ticket not received by the passengers
Others	Complaints involving group check-in process, inaccurate airport details provided in the itinerary and no receipt for the paid extra baggage fee at the check in counter.
Price of ticket	Complaints regarding price of tickets which are charged by airlines
PWD/Special Assistance	Complaints regarding special assistance requests for Persons with disability
Refunds	Reimbursement of money requested by consumers
Safety & Security	Complaints regarding the inflight safety/security

**THANK YOU**



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