



## CAAC: OVER 40% COMPLAINTS ABOUT FLIGHT DELAYS AND CANCELLATIONS IN JUN. 2015

News / Airlines



**Passengers filed 270 complaints with the government in June 2015, more than 40% of which were about flight disruptions, according to the Air Transport Consumer Complaints Report for June released by the Civil Aviation Administration of China (CAAC) on Thursday.**

In June 2015, the Air Transportation Department of CAAC, CAAC regional administrations, CAAC Consumer Affairs Center and China Air Transport Association (CATA) accepted 270 consumer complaints totally - 225 against domestic airlines, 14 against regional and foreign airlines, 10 complaints against airports and 21 against travel agencies.

Cancellations, delays and missed connections were the passengers' most unsatisfying parts, gathering 92 passenger complaints, accounting for 40.89% of the total.

There were 41 complaints about refunds and 29 complaints about ticketing and boarding. Other complaints were mainly about baggage, customer service, overbooking, animal, comprehensive issues, etc.

In June, 25 out of 35 domestic airlines were complained. China United Airlines and China Eastern Airlines had the most complaints, with 70 and 35, respectively. Air China ranked third with 21 complaints and China Southern Airlines followed with 14 complaints.

In addition, there were 14 complaints against 11 regional and foreign airlines - Hong Kong Airlines, AirAsia, AirAsia X, Lufthansa, Air New Zealand, Austrian Airlines, Qatar Airways, SriLankan Airlines, Korean Air, HK Express and Dragonair.

Another 10 complaints were against airports for check-in, security check, baggage, etc.

Ctrip.com had the most complaints among the complained travel agencies.

The report, finished on Aug. 14, announced that 201 of all accepted 270 complaints had been handled timely in accordance with relevant provision.

20 AUGUST 2015

**SOURCE: WCARN**

**ARTICLE LINK:**

<https://50skyshades.com/news/airlines/caac-over-40-complaints-about-flight-delays-and-cancellations-june-2015>