

**NATURE OF COMPLAINTS
PHILIPPINE AIRLINES
CY 2017 - 2019**

DOMESTIC AIRLINES	2017	2018	2019	Total
Nature of Complaints				
Booking issue	17	19	54	90
Cancellation request	0	2	0	2
Cancelled flight	36	20	14	70
Damaged package / baggage / items	3	8	13	24
Delayed delivery of baggage / package	3	5	10	18
Delayed flight	31	12	17	60
Delayed flight - missed connecting flight	0	0	0	0
Forfeiture of ticket (denied/late boarding / denied/late check in / incomplete documents)	16	7	12	35
Fuel Surcharge	0	0	0	0
Issue on baggage (allowance / denied baggage)	11	9	14	34
Lost baggage / package / missing items	28	28	21	77
Misleading pricing practice / promo / advertisement	0	2	4	6
Non delivery of package	0	1	0	1
Overbooking	0	3	1	4
Poor customer service	15	3	1	19
Rebooking issue (fees, etc)	8	15	3	26
Refund (delayed / refused)	40	35	48	123
Re-timed / Rescheduled / Re-routed flight	3	8	9	20
Safety / security issues	3	3	2	8
Travel Fund	0	1	0	1
Senior Citizens / PWDs	0	1	2	3
TOTAL	214	182	225	621