

Civil Aviation Authority

Aviation Consumer Report

August 2018

Key findings



Satisfaction

Most people are satisfied with their experience of flying.

I was satisfied with the travel experience on my last flight

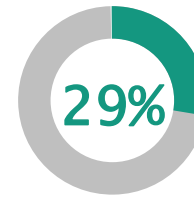
83%



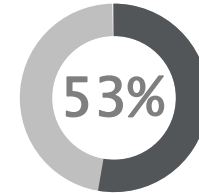
5%



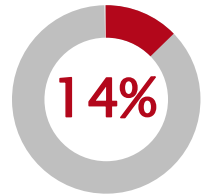
Passengers are twice as likely to say that flying is getting better than worse.



Better



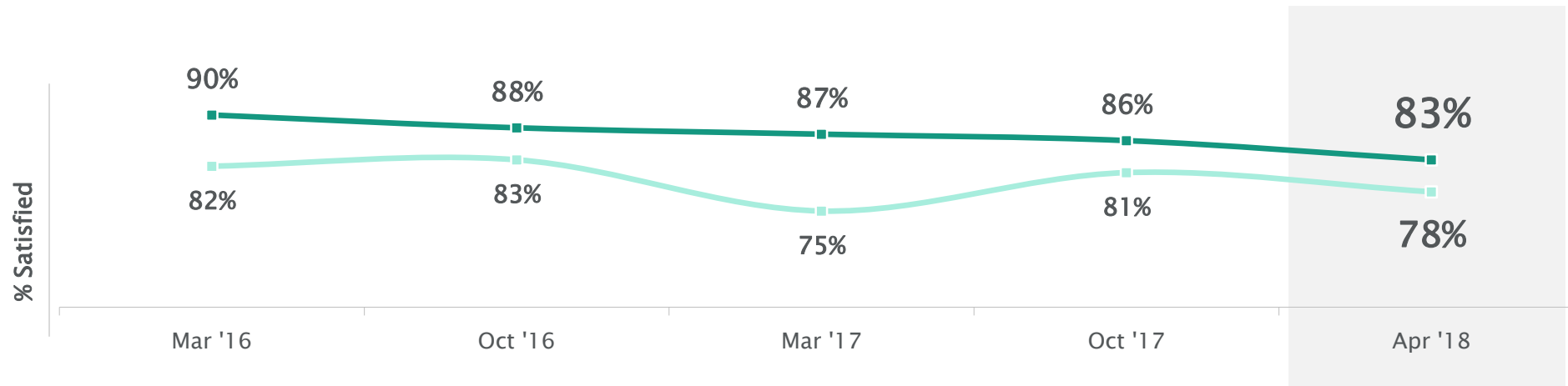
About the same



Worse

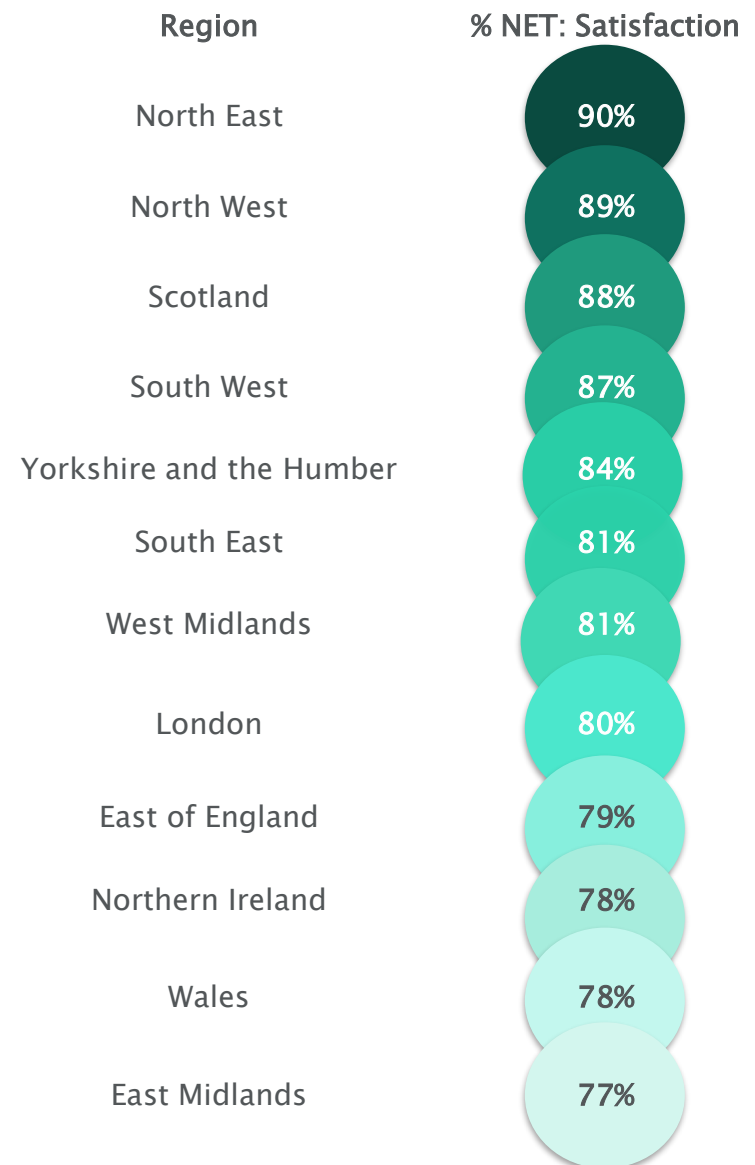
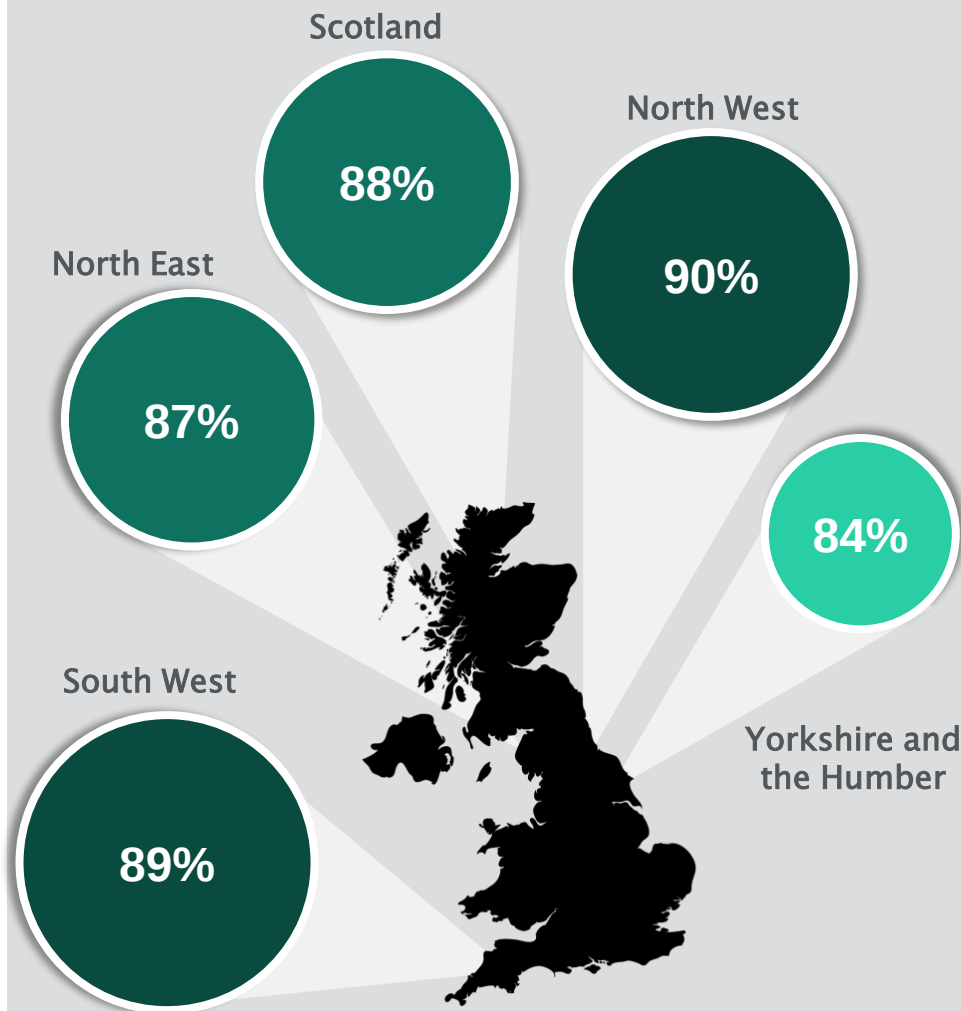
But satisfaction has slowly been declining, and is lower for those with disabilities...

■ All those who have flown in the last 12 months
 ■ All those with a disability who have flown in the last 12 months



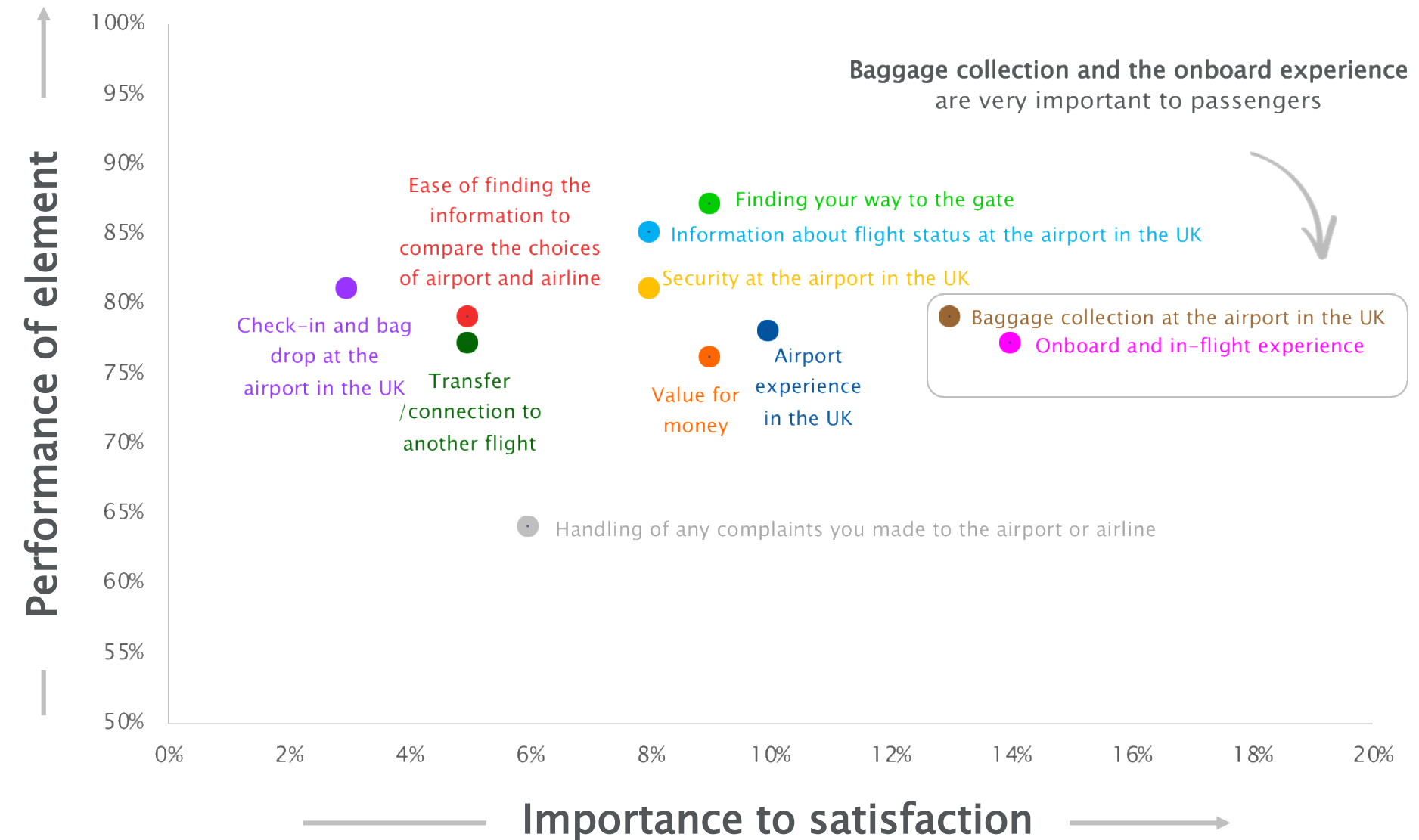
... there are also regional variations in satisfaction.

Satisfaction with overall travel experience: top 5



What influences satisfaction?

The biggest driver of consumer satisfaction is the in-flight experience.

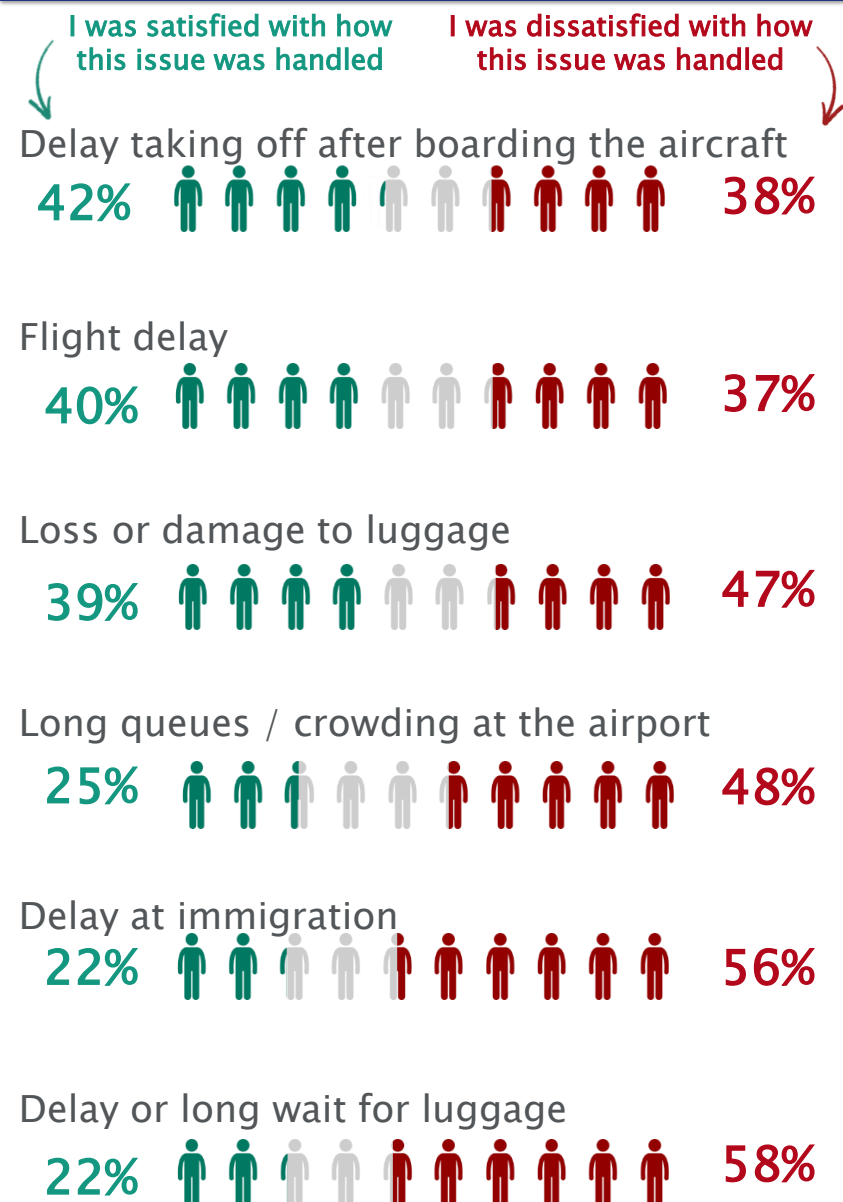


Handling of complaints and common issues

Consumers are unhappy with how common issues are handled.



But there are some signs of recent improvement:



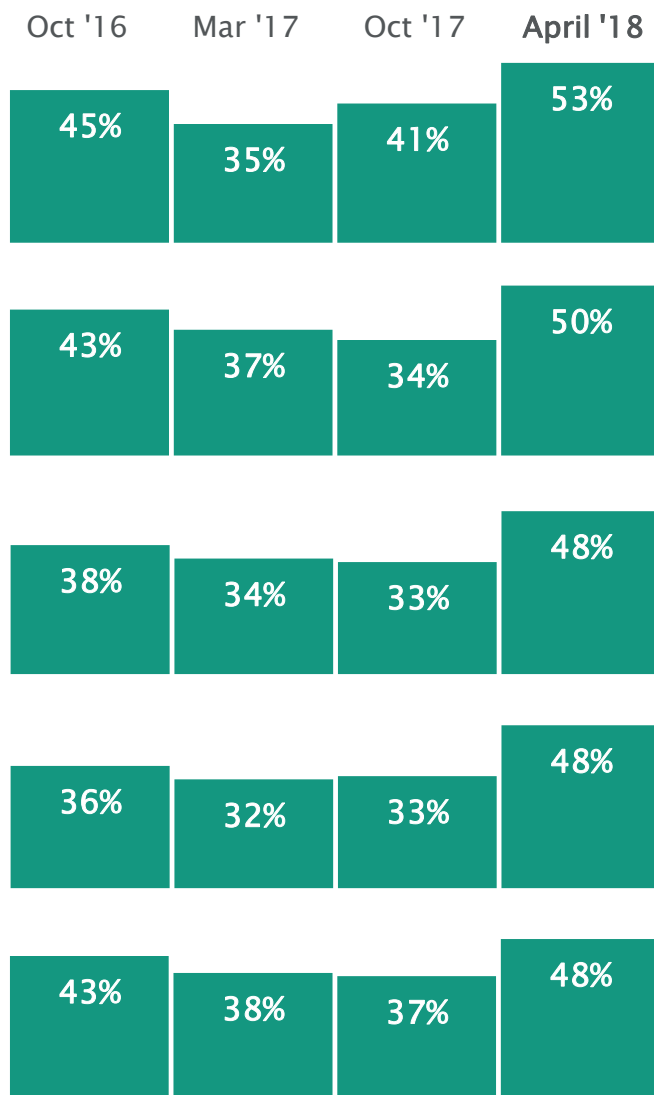
How helpful and friendly the people dealing with your complaint were

The speed of response to your complaint

How well informed you were kept in relation to the progress or resolution of your complaint

How fairly you were treated

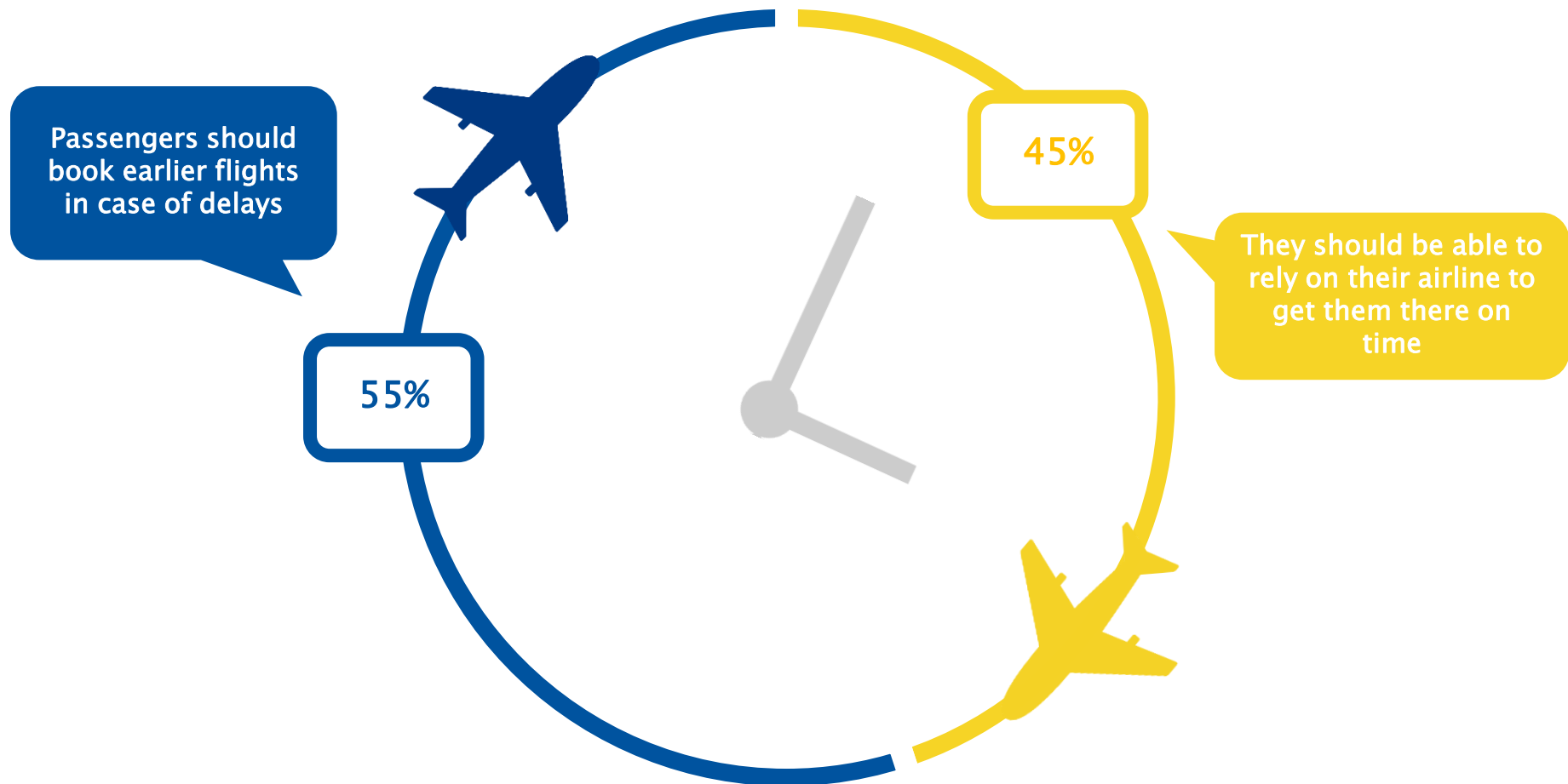
Redress offered (including but not limited to financial compensation)



Protection and responsibility

Most people believe that, given possible delays, it's passengers' responsibility to make sure they get to their destination on time...

But a significant minority disagree, believing instead that they should be able to rely on flights being on time.

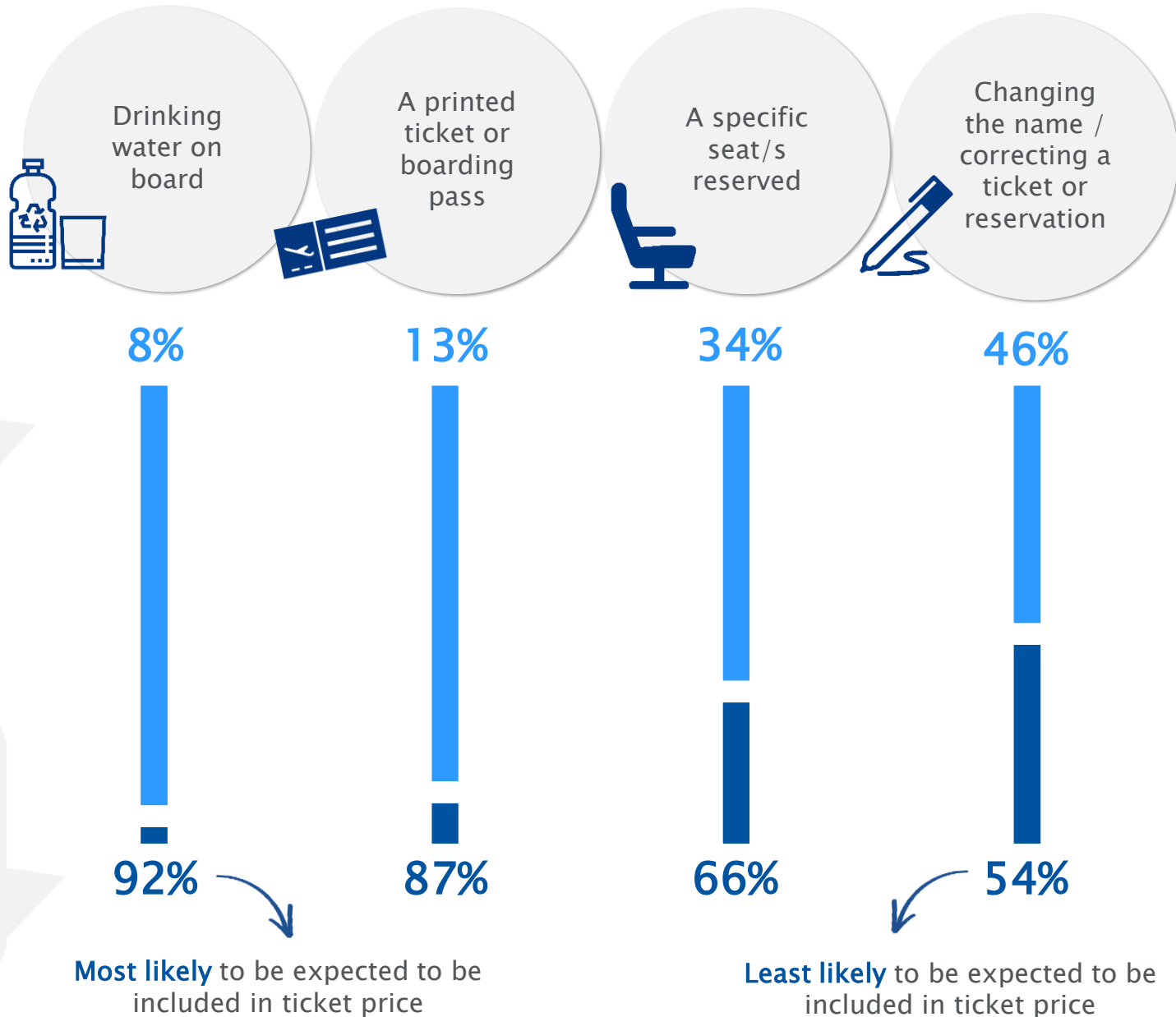


Protection and responsibility

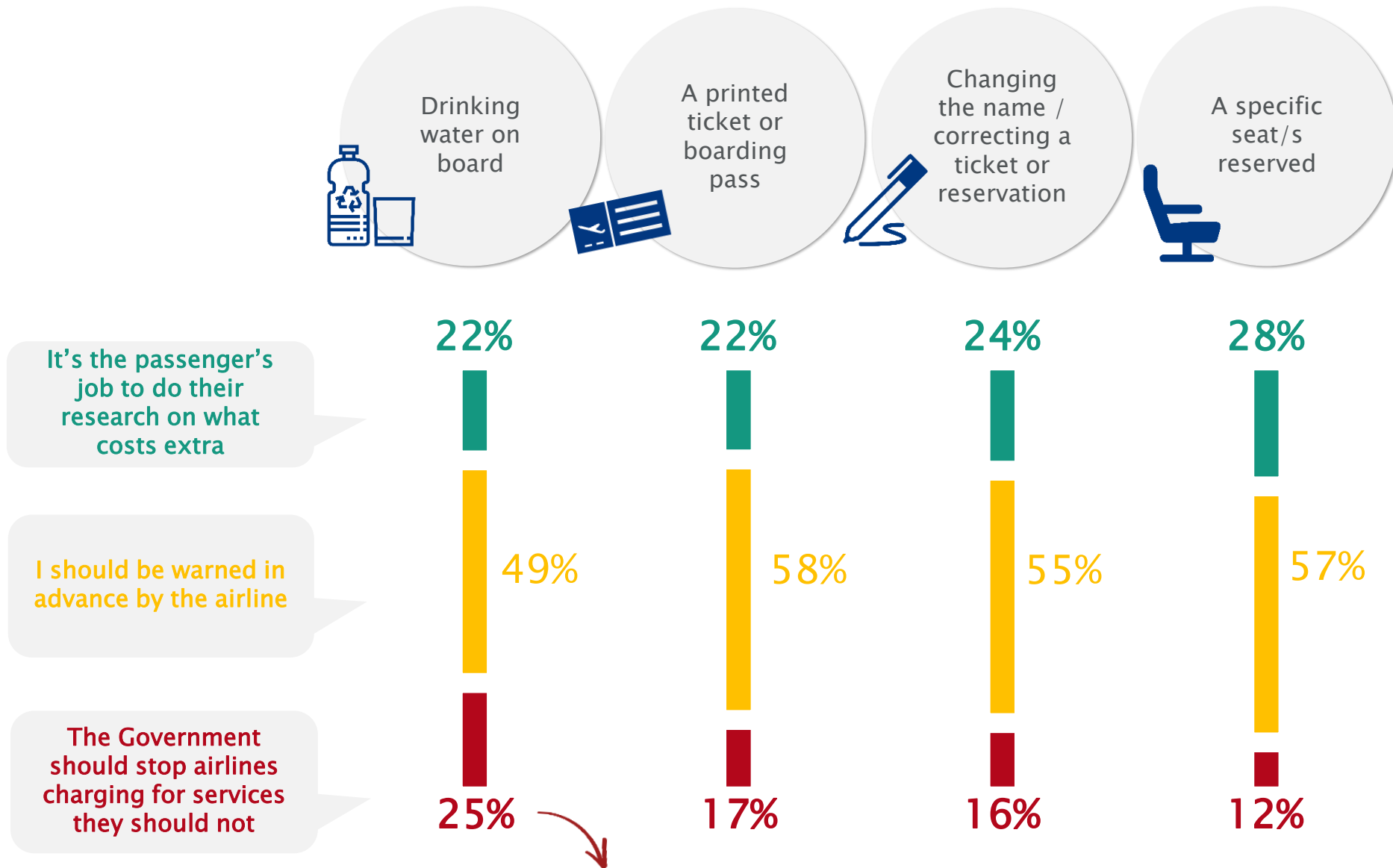
People generally oppose airlines charging extra for common services or items.

I think it is fair for the airline to charge an additional fee for these items/services

I think this item/service should be included within the price of a ticket



Where airlines do charge extra, most people would like to be told in advance



There is **appetite for government intervention** around charging for certain items