

Complaints - Delay Delay Delay....???

Written by Administrator

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 I want to complaint about the delayed services of MAS. My flight is delayed for more than 12 hours and need to know what kind of compensation do the affected parties entitled too for this kind of poor services from MAS. I have travelled in MAS previously and it was good, but lately for this month I have travelled with MAS and there is a lot of delays and cancellation which was not address to passengers. Below are the list of flight; 3rd Dec 2009 Flight MH 1052 JB - KLIA flight time 1600 but the delay was until 2200 (For hours delay) 15th Dec 2009 Flight MH 3093 Kota Kinabalu - Sandakan Flight time 0800 but was cancelled not inform the passengers. Boarded flight MH 2042 time 0710. I was lucky to board because I was at the airport earlier or else no flight till afternoon. 15th Dec 2009 Flight MH 3095 Sandakan - Tawau Flight time 1610 delayed to 1950 (3 hrs 40 minutes delay) 17th Dec 2009 Flight MH 3092 Sandakan - Kota Kinabalu flight time 1010 delayed to 1140 (one and half hours delayed) all my connecting flight has to change from MH 3255 to MH 3283 Kota Kinabalu - Miri. Today 18 Dec 2009 Flight MH 2591 Miri - Kuala Lumpur flight time 1125 delayed till 1700 (5hrs 35 minutes) This month is really frustrated month for me to travel on MAS. All delays provided with cheap refreshment. The whole waiting proses, makes me tired. This trips are business trips and this causes lot of hassles. MAS should refund all the money paid for the trip because it has taken a lot of time, not comfortable, tiring and non healthy food. MAS should look unto providing information earlier to travellers before passengers come to the airport, example we are always rushing for business but this reduces our customers confidence to us. MAS also impose penalty if we change flight or timing at last minute. MAS should also be penalty for the delays. Air Asia was previously same as MAS current situation but they have created confidence to passenger that they are better then MAS. Air Asia also have refund policy if the flight delayed. MAS should look unto this. I would appreciate MAS could look unto upgrading my enrich card to gold for free due to this causes. For your information, during delays it really makes me tired waiting in uncomfortable area. With this card I may land up at the executive lounge. I hope you consider my request sincerely.

Status : Matter has been brought forward to the attention of higher officers for their immediate attention and action.

Advice : We would like to encourage consumers to voice out and pass the news to us so that we can also help to make things better. Doesn't mean if we received a poor services from industry we have to accept the fact and convince ourselves. We as a consumers have to address the poor services and highlight whichever things that need to be improved.

Believe in consumerism together we can make changes, the right is in your hand

Regards,
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National Consumer Complaints Centre (NCCC)
Pusat Khidmat Aduan Pengguna Nasional