

Analysis of Air Passenger Rights (APR) Complaints for a Consumer Rights Organisation

Abstract

The main objectives of the project were to extract and analyse air passenger rights (APR) complaints from 2007 to the end of 2011 and to evaluate an online database. The complaints were extracted from the online database and had to be prepared for analysis by manual classification. The findings of the analysis identified the growing number of APR complaints and trends within the different problem categories. From this process and in conjunction with information obtained from a focus group, the online database was evaluated in terms of its functionality for computing monthly and annual statistics. The capabilities and limitations of the current functions of the online database were identified and recommendations on its improvement were formed.