

Table

**Number of complaints related to  
passengers of airlines unable to board scheduled flights  
received by relevant government bodies or organisation\***

	Transport and Housing Bureau	Civil Aviation Department	Customs and Excise Department	Consumer Council
2014	0	3	20	309
2015	0	7	34	218
2016	1	13	10	222
2017 (January to May)	0	12	7	113

\* Includes being unable to board due to various reasons, such as flight cancellation, reschedule, delay and overbooking etc.

The above figures include complaint cases that are ultimately unsubstantiated. Moreover, the numbers of complaints against individual traders may be affected by the size of their customer bases. Therefore, in line with the established practice of handling consumer complaints, the names of individual traders involved in the complaints are not disclosed.