

Complaint - MAS Flight Cancellation - Passangers Not Informed

Written by Administrator

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I would like to lodge formal complaint with Malaysian Airlines for cancellation of my flight MH-721 from KL-JKT on 29/05/2008 and Demand Compensation for loss of business because of this cancellation of flight I missed my extremely Important Business meeting in Jakarta.

Flight MH-721 was scheduled to depart at 13:55hrs from KL, but up on check in I was told that there is delay of about 40 minutes and new EDT is 14:35hrs; Check in staff gave no reason for delay. As per check in time rescheduled my meeting in JKT. After arriving at KLIA and proceeding to Boarding Gate I came to know from security that this flight is cancelled and you should proceed to transfer counter there not even single soul from Malaysian Airlines to assist the passengers....I went to Transfer counter and attended by Mr. AFZAL and responded that flight is cancelled and when I asked for the reason and why no one informed or call me or my travel agent about this as i have already checked in at around 12hrs.....he said no idea but only option is 16:30 flight.....there was no responsible person was available with whom I can speak and ask for explanation loss of business.....they said someone will come at 1400hrs you can wait.....I waited till 14:15 but no one turned up then then this guy Afzal came back and asked me to speak to his supervisor via phone and when I went to counter then no one was there to speak again..he called few numbers but no result.....

In the mean time I called up the MH hotline 1300883000 and spoke to *** and *** but as usual no proper reason for cancellation, they juts you can go ahead and lodge complaint if you want and we can't do anything.....Then i called up again the ♦ hotline and followed the guidelines given by *** but no response from call center....then they gave me another number 0378404556 to lodge complaint. I spoke to Mr. *** at this number and explained him the complete situation but he was also unable to give any proper reply for this cancellation of flight and loss for business. He simply asked to send email to Ms. ***.

I want lodge formal complaint for the above matter and need justification and also demand the proper compensation for loss of business and all the trouble and mantle agony I suffered because of unprofessional behavior by Malaysian Airlines. I need to reschedule my travel plans and make numerous International phone calls to resolve the business issues which arises because of this cancellation.

If I don't hear anything from Malaysian airlines within next 24hours then I will proceed to the consumer court and sue Malaysian Airlines for the damages.

I am also informing my company not to use your airlines for any business travels by our staff. I really doubt MH stands for Malaysian Hospitality.....