

**Number of complaints by reason received between April and June 2013**

Complaint Reason	Nr of Complaints
Airline ceased trading	8
At the airport	18
Baggage	148
Cancellation	633
Delay	5030
Denied boarding	149
Diversion	142
Downgrade	14
In flight	94
Medical	1
Missed connection	283
Other	61
Pre-departure	31
Reduced mobility support	50
Refunds	141
Reservations	82
Safety	24
Schedule changes	48
Special needs	18
Taxes, fees and charges	30
TOTAL	7005