

Number of complaints by reason received between April and June 2014

Complaint Reason	Nr of Complaints
Airline ceased trading	4
At the airport	5
Baggage	118
Cancellation	511
Delay	3072
Denied boarding	125
Diversion	105
Downgrade	18
In flight	57
Missed connection	235
Pre-departure	60
Reduced mobility support	38
Refunds	143
Reservations	35
Safety	38
Schedule changes	37
Taxes, fees and charges	41
Grand Total	4642