

Number of complaints by reason received between October and December 2014

Complaint Reason	Nr of Complaints
Airline ceased trading	3
At the airport	32
Baggage	195
Cancellation	537
Delay	2588
Denied boarding	83
Diversion	85
Downgrade	17
In flight	83
Medical	6
Missed connection	200
Pre-departure	57
Reduced mobility support	107
Refunds	235
Reservations	54
Safety	30
Schedule changes	31
Taxes, fees and charges	39
Grand Total	4382