

Number of complaints by reason received between January and March 2015

Complaint Reason	Nr of Complaints
Airline ceased trading	7
At the airport	12
Baggage	216
Cancellation	558
Delay	2932
Denied boarding	102
Diversion	115
Downgrade	26
In flight	83
Medical	1
Missed connection	300
Pre-departure	55
Reduced mobility support	46
Refunds	201
Reservations	76
Safety	23
Schedule changes	52
Taxes, fees and charges	31
Grand Total	4836