

Number of complaints by reason received between July and September 2015

Complaint Reason	Nr of Complaints
Airline ceased trading	1
At the airport	61
Baggage	232
Cancellation	437
Delay	2091
Denied boarding	153
Diversion	127
Downgrade	20
In flight	116
Medical	1
Missed connection	289
Pre-departure	58
Reduced mobility support	95
Refunds	322
Reservations	79
Safety	24
Schedule changes	57
Taxes, fees and charges	42
Grand Total	4205