

Number of complaints by reason received between January and March 2013

Complaint Reason	Nr of Complaints
Airline ceased trading	1
At the airport	14
Baggage	144
Cancellation	569
Delay	3836
Denied boarding	59
Diversion	84
In flight	39
Missed connection	131
Other	127
Pre-departure	48
Reduced mobility support	7
Refunds	74
Reservations	56
Safety	4
Schedule changes	25
Special needs	40
Taxes, fees and charges	7
TOTAL	5265