

Number of complaints by reason received between July and September 2013

Complaint Reason	Nr of Complaints
Airline ceased trading	12
At the airport	34
Baggage	165
Cancellation	644
Delay	5958
Denied boarding	131
Diversion	185
Downgrade	29
In flight	115
Medical	1
Missed connection	219
Pre-departure	74
Reduced mobility support	60
Refunds	170
Reservations	81
Safety	47
Schedule changes	58
Taxes, fees and charges	48
Grand Total	8031