

Number of complaints by reason received between October and December 2013

Complaint Reason	Nr of Complaints
Airline ceased trading	11
At the Airport	25
Baggage	151
Cancellation	511
Delay	5395
Denied boarding	85
Diversion	40
Downgrade	9
In flight	38
Missed connection	65
Pre-departure	18
Reduced mobility support	38
Refunds	37
Reservations	20
Safety	5
Schedule changes	20
Taxes, fees and charges	10
Grand Total	6478