

Number of complaints by reason received between January and March 2014

Complaint Reason	Nr of Complaints
Airline ceased trading	6
At the airport	11
Baggage	128
Cancellation	566
Delay	4520
Denied boarding	103
Diversion	147
Downgrade	20
In flight	62
Missed connection	291
Pre-departure	65
Reduced mobility support	52
Refunds	157
Reservations	37
Safety	42
Schedule changes	61
Taxes, fees and charges	20
Grand Total	6288