

Number of complaints by reason received between July and September 2014

Complaint Reason	Nr of Complaints
Airline ceased trading	5
At the airport	18
Baggage	215
Cancellation	638
Delay	3359
Denied boarding	146
Diversion	121
Downgrade	24
In flight	106
Medical	2
Missed connection	270
Pre-departure	57
Reduced mobility support	78
Refunds	227
Reservations	40
Safety	43
Schedule changes	46
Taxes, fees and charges	35
Grand Total	5430