

Number of complaints by reason received between April and June 2015

Complaint Reason	Nr of Complaints
Airline ceased trading	5
At the airport	35
Baggage	151
Cancellation	417
Delay	1777
Denied boarding	109
Diversion	147
Downgrade	24
In flight	84
Medical	0
Missed connection	280
Pre-departure	46
Reduced mobility support	48
Refunds	195
Reservations	54
Safety	13
Schedule changes	30
Taxes, fees and charges	33
Grand Total	3448