

Number of complaints by reason received between October and December 2015

Complaint Reason	Nr of Complaints
Airline ceased trading	5
At the airport	37
Baggage	231
Cancellation	414
Delay	2296
Denied boarding	137
Diversion	76
Downgrade	16
In flight	61
Medical	1
Missed connection	262
Pre-departure	50
Reduced mobility support	66
Refunds	283
Reservations	71
Safety	14
Schedule changes	27
Taxes, fees and charges	37
Grand Total	4084