

Number of complaints by reason received between January and March 2016

Complaint Reason	Nr of Complaints
Airline ceased trading	0
At the airport	65
Baggage	244
Cancellation	448
Delay	1954
Denied boarding	130
Diversion	80
Downgrade	16
In flight	89
Medical	3
Missed connection	280
Pre-departure	34
Reduced mobility support	57
Refunds	420
Reservations	102
Safety	13
Schedule changes	36
Taxes, fees and charges	28
Grand Total	3999