

Annex 2

	Date	Nature	Follow-up /Outcome
1.	26.8.2010	Disability discrimination in the provision of service (Allegation: Unsatisfactory service attitude from staff)	Conciliation successful
2.	17.1.2011	Disability discrimination in the provision of service (Allegation: Refusal of request for charging assistive device on board)	Complainant withdrew complaint after early stage of conciliation
3.	6.5.2011	Disability discrimination in the provision of service (Allegation: Refusal of boarding)	Conciliation successful
4.	28.7.2011	Disability discrimination in the provision of service (Allegation: Complainant being requested to leave the aircraft after boarding)	Complainant did not wish to continue pursuing and ceased contact with EOC
5.	21.11.2011	Disability discrimination in the provision of service (Allegation: Wheelchair user was concerned that he would be refused boarding as he was travelling alone)	Case resolved; Company confirmed lone travel was allowed
6.	22.11.2011	Disability discrimination in the provision of service (Allegation: Complainant being requested to leave the aircraft after boarding)	Investigation ceased – lack of substance
7.	20.2.2013	Disability discrimination in the provision of service (Allegation: Lack of audio communication channels for customers)	Case resolved; Company undertook to improve communication channels

8.	14.5.2013	Disability discrimination in the provision of service (Allegation: Refusal of boarding)	Conciliation successful
9.	23.7.2014	Disability discrimination in the provision of service (Allegation: Refusal of boarding)	Complainant withdrew complaint