**Hurrah airlines: analyzing complaints report.**

Executive summary:

Hurrah airlines is a budget airline company based at JFK Airport, New York. The company offers low ticket prices for flights to Europe and limited services. It often receives complaints from customers who are unhappy with the service. Company is looking for ways to prioritize customers responses and ensure customer satisfaction.

Introduction:

This report will look at:

\* All received complaints

\* two the most serious complaints which will be identified

\* the recommendations about how to deal with these problems

Findings:

1. The first complaint from Martha Gomez is about losing her suitcase in the baggage reclaim. It necessarily requires the solution, because she is alone in the foreign country without any documents and money.

2. The second complaint from Jacques Duperrier is about the absence of a free wheelchairs for disabled people. To this problem should be given the most attention because one disabled man want to involve the company in a court procedure.

3. The third complaint from Robert MacKenzie is about poor customer service specifically about the lack of response to calls and emails regarding the change of the flight. However, it was mostly the problem of the airport. The flight was canceled because of the emergency.

4. The fourth complaint from Krystyna Kaminski is about Krystyna’s booked seat which was already taken. It is not the problem of the Hurrah airlines, because the company provides the budget flights and does not give guarantee for pre-booking.

5. The fifth problem from Kirk Danson is about cancelled flight. The company refused to put him on a later flight and refused to give him a refund. It is also mostly a problem of the airport and, what is more, Hurrah airlines is a low-cost company, so the compensations are not included in the service.

Conclusion:

To sum up, we prioritize the complaints and found out two the most important: the problem with losing Martha’s suitcase and the problem with the refusal to provide disabled man with a free wheelchair.

Recommendations:

1. Provide Martha with monetary compensation for the first time.

2. Try to find the suitcase on the other flights.

3. Give Jacque a refund.

4. Send the customers letters of apologies.

5. To allocate funds from the budget of the company for the provision of free wheelchairs for disabled people.

6. Сreate consistent expectations about what the company delivers.

7. Provide customers who faced up with some problems during the flight with some discounts and special offers.

8. Constantly monitor complaints on different feedback channels and separate them depending on the relevance and danger of the problem, invest more money in dealing with the complaints in professional way.

9. Improve staff training.