

**Number of complaints by reason received between April and June 2007**

Complaint Reason	Nr of Complaints
Baggage Allowance	38
Cancellations	458
Check-in problems	15
Delays	198
Denied Boarding	75
Diverted Flight	25
Documents	10
Fares	14
Ground Services	27
In-flight Services	24
Mishandled baggage	140
Missed connections	27
Missed departure	0
Other	30
Reservation Issues	83
Schedule Changes	21
Seating	25
Security	14
Special Needs	15
Taxes, fees and charges	3
Ticketing / refund	52
TOTAL	1294