

Number of complaints by reason received between January and March 2008

Complaint Reason	Nr of Complaints
Baggage Allowance	36
Cancellations	492
Check-in problems	18
Delays	170
Denied Boarding	73
Diverted Flight	18
Documents	15
Fares	13
Ground Services	15
In-flight Services	37
Mishandled baggage	184
Missed connections	38
Missed departure	3
Other	35
Reservation Issues	87
Schedule Changes	28
Seating	23
Security	11
Special Needs	13
Taxes, fees and charges	7
Ticketing / refund	72
TOTAL	1388