

Number of complaints by reason received between April and June 2008

Complaint Reason	Nr of Complaints
Baggage Allowance	39
Cancellations	596
Check-in problems	16
Delays	200
Denied Boarding	67
Diverted Flight	23
Documents	11
Fares	14
Ground Services	14
In-flight Services	36
Mishandled baggage	163
Missed connections	38
Missed departure	23
Other	44
Reservation Issues	112
Schedule Changes	40
Seating	39
Security	9
Special Needs	17
Taxes, fees and charges	10
Ticketing / refund	72
TOTAL	1583