

Number of complaints by reason received between January and March 2009

Complaint Reason	Nr of Complaints
Baggage Allowance	46
Cancellations	409
Check-in problems	12
Delays	188
Denied Boarding	58
Diverted Flight	43
Documents	23
Fares	12
Ground Services	12
In-flight Services	18
Mishandled baggage	141
Missed connections	35
Missed departure	38
Other	36
Reservation Issues	67
Schedule Changes	31
Seating	15
Security	10
Special Needs	8
Taxes, fees and charges	32
Ticketing / refund	57
TOTAL	1291