

**Number of complaints by reason received between April and June 2009**

Complaint Reason	Nr of Complaints
Baggage Allowance	55
Cancellations	349
Check-in problems	27
Delays	128
Denied Boarding	68
Diverted Flight	20
Documents	15
Fares	11
Ground Services	7
In-flight Services	28
Mishandled baggage	124
Missed connections	32
Missed departure	47
Other	28
Reservation Issues	85
Schedule Changes	42
Seating	12
Security	13
Special Needs	9
Taxes, fees and charges	27
Ticketing / refund	58
TOTAL	1185