

Number of complaints by reason received between October and December 2009

Complaint Reason	Nr of Complaints
Baggage Allowance	54
Cancellations	333
Check-in problems	28
Delays	164
Denied Boarding	81
Diverted Flight	18
Documents	20
Fares	6
Ground Services	8
In-flight Services	27
Mishandled baggage	115
Missed connections	32
Missed departure	40
Other	34
Reservation Issues	90
Schedule Changes	22
Seating	22
Security	17
Special Needs	11
Taxes, fees and charges	15
Ticketing / refund	64
TOTAL	1201