

**Number of complaints by reason received between January and March 2010**

Complaint Reason	Nr of Complaints
Baggage Allowance	40
Cancellations	1140
Check-in problems	23
Delays	494
Denied Boarding	70
Diverted Flight	52
Documents	15
Fares	14
Ground Services	16
In-flight Services	40
Mishandled baggage	189
Missed connections	63
Missed departure	55
Other	39
Reservation Issues	119
Schedule Changes	30
Seating	11
Security	11
Special Needs	5
Taxes, fees and charges	11
Ticketing / refund	63
TOTAL	2500