

**Number of complaints by reason received between April and June 2010**

Complaint Reason	Nr of Complaints
Baggage Allowance	30
Cancellations	1778
Check-in problems	10
Delays	387
Denied Boarding	72
Diverted Flight	36
Documents	21
Fares	6
Ground Services	28
In-flight Services	41
Mishandled baggage	119
Missed connections	26
Missed departure	44
Other	42
Reservation Issues	115
Schedule Changes	23
Seating	15
Security	2
Special Needs	5
Taxes, fees and charges	8
Ticketing / refund	61
TOTAL	2869