

Number of complaints by reason received between July and September 2010

Complaint Reason	Nr of Complaints
Baggage Allowance	51
Cancellations	2674
Check-in problems	40
Delays	784
Denied Boarding	95
Diverted Flight	36
Documents	15
Fares	7
Ground Services	33
In-flight Services	35
Mishandled baggage	126
Missed connections	41
Missed departure	57
Other	51
Reservation Issues	120
Schedule Changes	39
Seating	21
Security	4
Special Needs	8
Taxes, fees and charges	14
Ticketing / refund	119
TOTAL	4370