

Number of complaints by reason received between October and December 2010

Complaint Reason	Nr of Complaints
Baggage Allowance	52
Cancellations	1148
Check-in problems	24
Delays	382
Denied Boarding	62
Diverted Flight	30
Documents	10
Fares	5
Ground Services	8
In-flight Services	33
Mishandled baggage	124
Missed connections	34
Missed departure	46
Other	44
Reservation Issues	55
Schedule Changes	20
Seating	18
Security	5
Special Needs	11
Taxes, fees and charges	7
Ticketing / refund	41
TOTAL	2159