

Number of complaints by reason received between April and June 2011

Complaint Reason	Nr of Complaints
Baggage Allowance	34
Cancellations	623
Check-in problems	11
Delays	283
Denied Boarding	72
Diverted Flight	26
Documents	14
Fares	4
Ground Services	7
In-flight Services	32
Mishandled baggage	113
Missed connections	38
Missed departure	42
Other	20
Reservation Issues	91
Schedule Changes	25
Seating	14
Security	11
Special Needs	7
Taxes, fees and charges	11
Ticketing / refund	71
TOTAL	1549