

Number of complaints by reason received between January and March 2012

Complaint Reason	Nr of Complaints
Baggage Allowance	57
Cancellations	317
Check-in problems	3
Delays	273
Denied Boarding	73
Diverted Flight	35
Documents	17
Fares	4
Ground Services	10
In-flight Services	24
Mishandled baggage	117
Missed connections	57
Missed departure	43
Other	23
Reservation Issues	63
Schedule Changes	27
Seating	15
Security	10
Special Needs	9
Taxes, fees and charges	9
Ticketing / refund	53
TOTAL	1239