

Number of complaints by reason received between April and June 2012

Complaint Reason	Nr of Complaints
Baggage Allowance	39
Cancellations	333
Check-in problems	19
Delays	337
Denied Boarding	60
Diverted Flight	32
Documents	26
Fares	5
Ground Services	7
In-flight Services	32
Mishandled baggage	114
Missed connections	42
Missed departure	49
Other	53
Reservation Issues	88
Schedule Changes	33
Seating	20
Security	1
Special Needs	16
Taxes, fees and charges	18
Ticketing / refund	47
TOTAL	1371