

Number of complaints by reason received between October and December 2012

Complaint Reason	Nr of Complaints
Baggage Allowance	52
Cancellations	369
Check-in problems	11
Delays	1341
Denied Boarding	93
Diverted Flight	41
Documents	6
Fares	6
Ground Services	7
In-flight Services	28
Mishandled baggage	118
Missed connections	48
Missed departure	30
Other	44
Reservation Issues	69
Schedule Changes	21
Seating	23
Security	4
Special Needs	47
Taxes, fees and charges	12
Ticketing / refund	59
TOTAL	2429