

Number of complaints by reason received between July and September 2009

Complaint Reason	Nr of Complaints
Baggage Allowance	70
Cancellations	380
Check-in problems	45
Delays	235
Denied Boarding	70
Diverted Flight	19
Documents	26
Fares	9
Ground Services	17
In-flight Services	39
Mishandled baggage	104
Missed connections	37
Missed departure	50
Other	39
Reservation Issues	97
Schedule Changes	27
Seating	26
Security	16
Special Needs	11
Taxes, fees and charges	21
Ticketing / refund	74
TOTAL	1412