

**Number of complaints by reason received between January and March 2011**

Complaint Reason	Nr of Complaints
Baggage Allowance	40
Cancellations	1114
Check-in problems	9
Delays	294
Denied Boarding	81
Diverted Flight	45
Documents	13
Fares	5
Ground Services	8
In-flight Services	27
Mishandled baggage	175
Missed connections	43
Missed departure	25
Other	33
Reservation Issues	73
Schedule Changes	24
Seating	19
Security	6
Special Needs	9
Taxes, fees and charges	9
Ticketing / refund	49
TOTAL	2101