

Number of complaints by reason received between October and December 2011

Complaint Reason	Nr of Complaints
Baggage Allowance	48
Cancellations	319
Check-in problems	12
Delays	349
Denied Boarding	53
Diverted Flight	32
Documents	13
Fares	3
Ground Services	12
In-flight Services	17
Mishandled baggage	137
Missed connections	43
Missed departure	43
Other	19
Reservation Issues	76
Schedule Changes	15
Seating	21
Security	14
Special Needs	4
Taxes, fees and charges	5
Ticketing / refund	50
TOTAL	1285