

Number of complaints by reason received between July and September 2012

Complaint Reason	Nr of Complaints
Baggage Allowance	63
Cancellations	330
Check-in problems	23
Delays	598
Denied Boarding	93
Diverted Flight	38
Documents	18
Fares	8
Ground Services	5
In-flight Services	29
Mishandled baggage	131
Missed connections	51
Missed departure	39
Other	41
Reservation Issues	104
Schedule Changes	36
Seating	32
Security	4
Special Needs	34
Taxes, fees and charges	16
Ticketing / refund	68
TOTAL	1761