

Annex 1

	Date	Nature	Follow-up /Outcome
1.	5.7.2010	Complaint against the display of the complainant's name at the arrival gate in Hong Kong which infringed the complainant's privacy	AAHK replied to the complainant on 30.7.2010 stating that the airline will follow up on the issue; The airline concerned had replied to the complainant on 13.8.2010
2.	28.11.2013	Complaint against the refusal of travelling in the wheelchair lift together with the complainant's son with disabilities	AAHK provided a reply and an explanation to the complainant on 30.12.2013
3.	27.5.2015	Complaint against refusal of boarding	AAHK replied the complainant on 3.6.2015 indicating that the airline would follow up on the complaint