

Number of complaints received in the year to the end of December 2007 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Air France	32	9	63	104	1.2	88.7
Air India	32	19	33	84	0.5	164.3
Alitalia	25	0	56	81	1.1	75.0
BMI	22	9	50	81	5.7	14.3
bmi baby	134	41	62	237	4.3	55.1
British Airways plc	330	70	394	794	34.8	22.8
EasyJet	271	46	245	562	26.0	21.6
Emirates	2	6	54	62	2.7	23.0
Excel Airways	19	71	64	154	2.9	53.7
Flybe	263	82	87	432	6.2	69.6
FlyGlobespan	41	84	77	202	1.9	105.3
Iberia	25	22	86	133	1.2	113.8
Jet2	24	14	43	81	3.9	20.8
KLM Royal Dutch Airlines	37	8	69	114	3.9	29.1
Monarch Airlines Limited	13	39	40	92	5.9	15.7
Ryanair	333	81	283	697	26.3	26.5
TAP - Air Portugal	23	4	24	51	0.7	72.9
Thomas Cook Airlines	6	31	52	89	8.5	10.4
Thomson Airways	51	54	127	232	9.4	24.6
Virgin Atlantic Airways	34	42	108	184	5.8	31.8
Other Airlines	333	192	559	1084	64.6	16.8
Total Airline Complaints	2050	924	2576	5550	217.4	25.5
Other Complaints	12	6	95	113		
Total Complaints	2062	930	2671	5663		