

Number of complaints received in the year to the end of June 2009 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	25	10	18	53	3.9	13.5
Air France	16	6	68	90	1.0	88.2
BMI	34	7	57	98	5.5	18.0
bmi baby	134	6	116	256	3.4	74.9
British Airways plc	263	39	307	609	32.8	18.5
EasyJet	389	94	383	866	27.9	31.0
Emirates	4	6	64	74	2.9	25.2
First Choice	4	28	21	53	-	N/A
Flybe	90	36	83	209	6.8	30.7
FlyGlobespan	6	23	28	57	1.4	41.1
Iberia	16	20	45	81	1.0	77.9
Jet2	6	14	61	81	3.2	25.5
KLM Royal Dutch Airlines	39	4	55	98	3.5	27.7
Lufthansa German Airlines	29	2	32	63	2.7	23.5
Monarch Airlines Limited	7	35	54	96	6.1	15.9
Ryanair	203	76	425	704	28.5	24.7
Thomas Cook Airlines	10	77	106	193	8.3	23.2
Thomson Airways	10	54	111	175	12.4	14.1
Virgin Atlantic Airways	51	46	145	242	5.7	42.5
Wizz Air Hungary Airlines Ltd	131	9	25	165	2.0	84.0
Other Airlines	374	149	645	1168	45.0	26.0
Total Airline Complaints	1841	741	2849	5431	204.1	26.6
Other Complaints	12	0	114	126		
Total Complaints	1853	741	2963	5557		