

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

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Air France	30	6	62	98	1.0	101.2
BMI	32	6	40	78	5.1	15.3
bmi baby	119	6	135	260	2.9	88.7
British Airways plc	152	50	326	528	32.4	16.3
EasyJet	269	144	308	721	28.2	25.6
Emirates	6	7	59	72	3.1	23.3
Flybe	90	31	95	216	6.8	31.6
FlyGlobespan	7	19	36	62	1.2	51.0
Iberia	21	23	64	108	1.0	109.7
Jet2	3	9	44	56	3.0	18.4
KLM Royal Dutch Airlines	24	3	54	81	3.4	24.0
Lufthansa German Airlines	34	2	38	74	2.9	25.8
Monarch Airlines Limited	14	38	53	105	5.8	18.1
Ryanair	159	68	447	674	28.1	24.0
Thomas Cook Airlines	12	63	98	173	8.2	21.1
Thomson Airways	11	46	81	138	11.1	12.5
Virgin Atlantic Airways	35	46	139	220	5.6	39.4
Wizz Air Hungary Airlines Ltd	68	10	26	104	2.0	51.7
Other Airlines	379	138	658	1175	47.0	25.0
Total Airline Complaints	1465	715	2763	4943	198.7	24.9
Other Complaints	6	0	140	146		
Total Complaints	1471	715	2903	5089		