

Number of complaints received in the year to the end of March 2011 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	87	9	14	110	3.8	28.7
Air France	172	19	77	268	1.0	264.9
Alitalia	29	1	24	54	0.8	67.8
BMI	71	18	31	120	3.8	31.9
bmi baby	278	19	117	414	2.2	184.6
British Airways plc	645	137	323	1105	31.0	35.6
Continental Airlines	72	18	11	101	1.5	68.5
Cyprus Airways	49	2	7	58	0.4	141.2
Delta Airlines	74	3	23	100	1.2	84.9
EasyJet	2071	450	394	2915	28.7	101.7
Emirates	45	17	83	145	3.4	42.6
Flybe	220	37	109	366	6.8	53.5
Iberia	44	12	33	89	0.7	123.9
Jet2	90	57	72	219	3.4	65.0
KLM Royal Dutch Airlines	254	14	111	379	3.5	109.7
Lufthansa German Airlines	88	5	60	153	3.2	47.3
Monarch Airlines Limited	193	160	55	408	5.6	72.5
Ryanair	1039	134	331	1504	26.6	56.6
Swiss International Airlines	57	2	15	74	1.7	44.1
TAP - Air Portugal	26	8	26	60	0.7	86.8
Thomas Cook Airlines	36	154	76	266	8.1	32.9
Thomson Airways	30	181	45	256	10.8	23.8
Turkish Airlines	13	6	31	50	0.7	70.7
Viking Airlines	105	85	19	209	0.3	602.4
Virgin Atlantic Airways	157	71	139	367	5.4	68.6
Wizz Air Hungary Airlines Ltd	41	42	34	117	2.3	49.9
Other Airlines	700	184	513	1397	35.8	39.0
Total Airline Complaints	6686	1845	2773	11304	193.4	58.5
Other Complaints	28	2	165	195		
Total Complaints	6714	1847	2938	11499		