

Number of complaints received in the year to the end of September 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	67	8	21	96	3.8	25.2
Air France	59	12	71	142	1.1	132.3
Air India	14	4	34	52	0.4	125.0
BMI	75	16	46	137	3.6	38.5
bmi baby	77	14	65	156	2.2	69.4
British Airways plc	470	159	333	962	33.1	29.1
Continental Airlines	43	12	7	62	1.5	42.7
Delta Airlines	44	3	21	68	1.5	45.6
EasyJet	767	187	267	1221	30.1	40.5
Emirates	19	17	86	122	3.5	35.0
Flybe	148	34	113	295	7.1	41.5
Iberia	35	16	37	88	0.7	120.6
Jet2	20	55	68	143	4.1	34.9
KLM Royal Dutch Airlines	88	11	89	188	3.7	51.4
Lufthansa German Airlines	52	6	62	120	3.4	35.6
Monarch Airlines Limited	95	125	34	254	5.8	43.7
Ryanair	455	128	329	912	27.3	33.5
Swiss International Airlines	58	2	17	77	1.7	45.4
Thomas Cook Airlines	11	101	73	185	8.2	22.6
Thomson Airways	16	165	45	226	11.0	20.6
Virgin Atlantic Airways	123	49	112	284	5.4	52.5
Wizz Air Hungary Airlines Ltd	61	42	29	132	2.7	49.7
Other Airlines	521	205	553	1279	38.8	32.9
Total Airline Complaints	3318	1371	2512	7201	200.6	35.9
Other Complaints	8	0	99	107		
Total Complaints	3326	1371	2611	7308		