

**Number of complaints received in the year to the end of December 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	56	9	24	89	3.8	23.2
Air France	37	11	70	118	1.1	105.3
Air India	16	3	37	56	0.4	137.8
BMI	70	17	59	146	3.5	41.7
bmi baby	38	11	47	96	2.2	43.6
British Airways plc	428	172	310	910	33.8	26.9
Continental Airlines	38	13	5	56	1.4	39.4
Delta Airlines	35	5	19	59	1.5	39.1
EasyJet	467	122	239	828	30.8	26.9
Emirates	12	17	86	115	3.5	32.8
Flybe	118	34	121	273	7.2	38.2
Iberia	26	20	36	82	0.7	110.9
Jet2	16	66	68	150	4.2	35.7
KLM Royal Dutch Airlines	67	15	90	172	3.7	46.3
Lufthansa German Airlines	56	6	63	125	3.4	36.5
Monarch Airlines Limited	39	91	30	160	5.7	27.9
Ryanair	242	138	321	701	27.2	25.8
Swiss International Airlines	45	3	17	65	1.7	38.0
Thomas Cook Airlines	10	86	71	167	8.0	20.9
Thomson Airways	14	164	49	227	10.9	20.9
United Airlines	33	8	22	63	1.2	50.5
US Airways	43	5	3	51	0.5	97.5
Virgin Atlantic Airways	106	45	109	260	5.4	47.9
Wizz Air Hungary Airlines Ltd	65	41	36	142	2.8	51.4
Other Airlines	414	236	559	1209	37.1	32.6
Total Airline Complaints	2491	1338	2491	6320	201.9	31.3
Other Complaints	6	0	108	114		
Total Complaints	2497	1338	2599	6434		