

Number of complaints received in the year to the end of June 2013 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	29	44	23	96	3.5	27.5
Air Canada	9	35	20	64	1.5	43.6
Air France	28	48	74	150	1.1	131.5
Air Portugal	13	27	26	66	0.8	82.1
Alitalia	11	18	51	80	0.9	90.3
American Airlines	34	33	36	103	2.4	42.9
BMI	28	12	20	60	0.5	116.6
British Airways	391	559	478	1428	38.4	37.1
Delta Airlines	13	25	21	59	1.3	45.0
Easyjet Airline Company	157	540	317	1014	32.8	30.9
Emirates	18	103	212	333	3.9	85.4
Flybe	142	161	106	409	7.2	57.1
Iberia	28	41	47	116	0.8	144.1
Jet2.Com	21	617	119	757	5.0	150.7
KLM	39	52	114	205	3.8	54.4
Lufthansa	52	24	83	159	4.0	40.0
Malaysian Airlines	10	48	22	80	0.6	143.2
Monarch Airlines	36	1870	128	2034	6.5	313.1
Qatar Airways	9	32	86	127	1.0	126.4
Ryanair	119	482	370	971	27.7	35.0
Small Planet Airlines	2	67	1	70	0.1	531.0
Thomas Cook Airlines	64	2648	274	2986	6.5	461.2
Thomson Airways	40	1777	139	1956	10.4	187.7
Turkish THY Turk Hava Yollari	8	13	64	85	1.1	77.5
United Airlines	126	59	50	235	2.5	93.4
US Airways	42	28	13	83	0.5	159.3
Virgin Atlantic Airways	75	537	103	715	5.8	123.7
Vueling Airlines	12	19	22	53	0.4	134.5
Wizz Air	14	134	53	201	2.9	68.2
Other airlines	329	750	576	1655	31.8	52.0
Total airline complaints	1899	10803	3648	16350	205.8	79.4
Other complaints	2	2	106	110		
Total complaints	1901	10805	3754	16460		