

Number of complaints received in the year to the end of March 2014 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	60	64	27	151	3.3	45.8
Air Canada	15	64	29	108	1.5	72.4
Air France	38	63	78	179	1.2	149.4
Air India	9	40	29	78	0.6	136.2
Air Portugal	22	51	46	119	0.8	142.2
Alitalia	11	25	63	99	0.8	121.8
American Airlines	31	30	39	100	2.4	42.1
British Airways	519	1114	671	2304	39.5	58.4
Delta Airlines	23	36	18	77	1.3	58.0
Easyjet Airline Company	211	895	343	1449	34.0	42.6
Emirates	34	211	263	508	4.2	120.4
Etihad Airways	5	32	44	81	0.9	89.6
Flybe	151	191	89	431	7.5	57.4
Iberia	31	53	53	137	0.8	173.5
Jet2.Com	24	910	121	1055	5.6	189.1
KLM	39	72	105	216	2.1	101.2
Lufthansa	42	48	78	168	3.5	48.6
Malaysian Airlines System -MAS	10	106	38	154	0.6	246.8
Monarch Airlines	58	3118	155	3331	6.8	492.1
Pakistan International Airlines PIA	6	28	20	54	0.5	106.3
Qatar Airways	25	59	103	187	1.0	180.5
Ryanair	105	649	331	1085	29.0	37.4
Small Planet Airlines	14	259	27	300	0.1	4,709.2
Swiss Airlines	29	23	29	81	1.7	47.6
Thomas Cook Airlines	135	5806	440	6381	6.1	1,050.5
Thomson Airways	101	4430	285	4816	10.3	468.1
Turkish THY Turk Hava Yollari	10	29	51	90	1.3	71.3
United Airlines	128	148	81	357	2.6	137.7
US Airways	24	54	18	96	0.5	186.6
Vietnam Airlines	4	57	11	72	0.4	134.2
Virgin Atlantic Airways	107	1008	114	1229	6.2	199.7
Vueling Airlines	21	38	17	76	0.6	135.9
Wizz Air	17	203	38	258	3.0	85.8
Other airlines	281	949	502	1732	31.5	52.7
Total airline complaints	2340	20863	4356	27559	212.0	130.0
Other complaints	14	40	189	243		
Total complaints	2354	20903	4545	27802		