

Number of complaints received in the year to the end of September 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	64	84	38	186	3.4	55.5
Air Canada	21	61	36	118	1.6	74.7
Air France	32	57	72	161	1.2	133.1
Air India	5	35	26	66	0.6	115.2
Air Portugal	45	61	46	152	0.9	174.5
Alitalia	7	18	34	59	0.7	81.4
American Airlines	27	33	44	104	2.3	45.6
British Airways	536	1386	768	2690	40.2	66.9
Delta Airlines	22	39	24	85	1.4	60.4
Easyjet Airline Company	215	957	333	1505	35.5	42.4
Emirates	31	215	232	478	4.3	110.8
Etihad Airways	10	62	67	139	1.0	145.5
Flybe	153	129	85	367	7.2	51.0
Iberia	25	37	44	106	0.8	137.4
Icelandair	13	23	17	53	0.4	139.3
Jet Airways	17	16	29	62	0.7	95.1
Jet2.Com	15	543	98	656	6.1	108.4
KLM	31	69	80	180	2.2	80.4
Lufthansa	35	45	54	134	3.3	40.4
Malaysian Airlines System -MAS	11	87	38	136	0.6	226.5
Monarch Airlines	35	1931	88	2054	7.0	294.1
Norwegian Air Shuttle	16	92	27	135	3.0	44.9
Pakistan International Airlines PIA	13	44	20	77	0.5	151.3
Pegasus Airlines	5	41	30	76	0.4	198.4
Qatar Airways	19	70	76	165	1.1	148.8
Ryanair	57	563	282	902	29.9	30.2
Small Planet Airlines	9	148	18	175	0.1	1,805.0
Swiss Airlines	52	18	28	98	1.7	58.9
Thomas Cook Airlines	136	4434	281	4851	6.1	799.7
Thomson Airways	74	3080	266	3420	10.1	337.4
Turkish THY Turk Hava Yollari	8	29	53	90	1.3	66.9
United Airlines	130	134	81	345	2.6	135.0
US Airways	24	59	39	122	0.6	215.8
Vietnam Airlines	3	50	13	66	0.1	734.6
Virgin Atlantic Airways	60	547	81	688	6.3	109.5
Vueling Airlines	27	70	31	128	0.7	187.0
Wizz Air	15	231	34	280	3.4	82.4
Other airlines	226	846	506	1578	42.4	52.7
Total airline complaints	2224	16344	4119	22687	217.7	104.2
Other complaints	2	2	146	150		
Total complaints	2226	16346	4265	22837		