

Number of complaints received in the year to the end of September 2015 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aegean Airlines	1	23	11	35	0.4	88.5
Aer Lingus	37	43	36	116	3.3	34.8
Air Canada	14	39	55	108	1.6	65.8
Air France	21	34	85	140	1.2	113.9
Air India	33	87	84	204	0.6	356.2
Air Portugal	62	51	67	180	0.9	205.0
Alitalia	6	15	46	67	0.7	95.5
American Airlines	64	50	68	182	2.2	81.8
BH Air	0	54	2	56	0.1	429.8
British Airways	356	574	953	1883	40.9	46.1
Condor	0	69	27	96	0.1	813.8
Delta Airlines	12	21	27	60	1.4	42.9
Easyjet Airline Company	249	649	426	1324	36.1	36.6
Emirates	43	148	331	522	4.5	116.9
Etihad Airways	2	40	119	161	1.0	157.8
Flybe	193	148	160	501	7.4	68.1
Iberia	18	29	63	110	0.8	138.7
Jet Airways	5	6	37	48	0.7	71.5
Jet2.Com	7	462	103	572	6.0	95.4
KLM	27	45	95	167	2.3	72.2
Lufthansa	31	50	105	186	3.1	59.4
Malaysian Airlines System -MAS	2	39	44	85	0.6	151.5
Monarch Airlines	32	655	103	790	7.0	112.8
Norwegian Air Shuttle	69	227	64	360	3.5	103.5
Onur Air	1	65	5	71	0.1	703.8
Pakistan International Airlines PIA	6	32	19	57	0.5	113.1
Pegasus Airlines	4	30	36	70	0.4	176.6
Qatar Airways	8	44	70	122	1.2	100.5
Ryanair	76	678	434	1188	32.2	36.9
Small Planet Airlines	3	105	7	115	0.1	986.2

Swiss Airlines	27	27	34	88	1.7	51.5
Thomas Cook Airlines	37	1359	241	1637	6.2	265.7
Thomson Airways	59	1961	310	2330	10.3	227.2
Turkish Thy Turk Hava Yollari	7	39	119	165	1.4	119.2
United Airlines	75	86	114	275	2.5	108.2
US Airways	25	34	40	99	0.6	160.4
Vietnam Airlines	6	80	18	104	0.1	1,148.9
Virgin Atlantic Airways	38	201	87	326	6.3	52.0
Vueling Airlines	30	114	76	220	0.7	310.3
Wizz Air	18	205	86	309	3.8	80.9
Other Airlines	207	621	646	1474	29.0	50.9
Total Complaints	1911	9239	5453	16603	223.5	74.3