

Number of complaints received in the year to the end of September 2016 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aegean Airlines	2	7	12	21	0.4	52.2
Aer Lingus	16	21	37	74	4.0	18.7
Air Canada	14	27	26	67	1.4	47.8
Air France	8	35	80	123	1.2	99.9
Air India	14	55	60	129	0.5	258.5
Air Portugal	10	20	31	61	0.6	104.5
Alitalia	9	24	36	69	0.5	129.3
American Airlines	45	103	134	282	2.4	117.4
BH Air	1	17	5	23	0.1	174.0
British Airways	238	479	768	1485	39.8	37.3
Condor	3	39	4	46	0.1	466.5
Delta Airlines	8	21	19	48	1.0	48.6
Easyjet Airline Company	531	1049	598	2178	40.1	54.4
Emirates	15	80	239	334	3.7	90.9
Etihad Airways	5	35	143	183	1.1	172.5
Flybe	89	86	125	300	12.5	24.0
Iberia	45	88	131	264	0.9	310.3
Jet Airways	2	3	20	25	0.5	49.8
Jet2.Com	12	176	56	244	5.7	42.6
KLM	23	48	126	197	3.2	60.7
Lufthansa	43	68	129	240	2.6	92.6
Malaysian Airlines System -MAS	6	35	44	85	0.4	237.1
Monarch Airlines	13	241	91	345	4.4	77.7
Norwegian Air Shuttle	127	431	101	659	1.2	567.1
Onur Air	2	8	2	12	0.0	0.0
Pakistan International Airlines PIA	20	44	24	88	0.4	229.3
Pegasus Airlines	7	17	25	49	0.3	161.0
Qatar Airways	5	28	80	113	1.3	86.5
Ryanair	169	539	419	1127	32.5	34.7
Small Planet Airlines	2	119	6	127	0.1	1,379.6

Swiss Airlines	28	34	21	83	1.2	66.5
Thomas Cook Airlines	36	639	183	858	5.6	153.0
Thomson Airways	34	1054	139	1227	9.0	135.9
Turkish Thy Turk Hava Yollari	11	32	123	166	0.4	454.3
United Airlines	34	72	68	174	1.9	93.6
US Airways	8	16	13	37	0.0	2,381.9
Vietnam Airlines	2	31	15	48	0.1	492.7
Virgin Atlantic Airways	18	100	102	220	4.1	53.9
Vueling Airlines	53	252	111	416	1.5	285.5
Wizz Air	18	166	66	250	4.8	51.9
Other Airlines	328	866	711	1905	27.9	68.4
Total Complaints	2054	7205	5123	14382	219.3	65.6