

Number of complaints received in the year to the end of March 2008 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Air France	29	11	62	102	1.2	87.7
Air India	29	12	29	70	0.5	135.8
Alitalia	19	1	43	63	1.1	59.9
BMI	33	10	52	95	5.7	16.6
bmi baby	100	36	60	196	4.4	45.1
British Airways plc	362	67	379	808	34.8	23.2
EasyJet	220	41	226	487	26.4	18.5
Emirates	2	4	50	56	2.8	19.9
Excel Airways	20	61	51	132	2.8	46.6
Flybe	273	81	101	455	6.6	68.8
FlyGlobespan	41	86	80	207	1.9	109.8
Iberia	19	15	76	110	1.2	94.1
Jet2	24	11	50	85	3.9	21.8
KLM Royal Dutch Airlines	40	8	67	115	3.9	29.3
Lufthansa German Airlines	15	4	41	60	3.0	20.1
Monarch Airlines Limited	14	33	32	79	6.0	13.2
Ryanair	288	79	288	655	26.7	24.5
Thomas Cook Airlines	7	43	76	126	8.6	14.7
Thomson Airways	39	49	141	229	9.3	24.5
Virgin Atlantic Airways	35	33	124	192	5.9	32.8
Other Airlines	374	185	603	1162	62.2	18.7
Total Airline Complaints	1983	870	2631	5484	218.8	25.1
Other Complaints	9	7	87	103		
Total Complaints	1992	877	2718	5587		