

**Number of complaints received in the year to the end of June 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	34	8	60	102	1.1	89.1
Air India	37	12	29	78	0.5	162.2
BMI	37	15	43	95	5.8	16.4
bmi baby	109	28	58	195	4.4	44.6
British Airways plc	438	80	395	913	34.5	26.4
EasyJet	272	49	259	580	27.2	21.4
Emirates	2	3	57	62	2.9	21.4
Excel Airways	19	54	52	125	2.7	46.4
First Choice	4	18	28	50	4.8	10.5
Flybe	229	76	102	407	6.9	59.2
FlyGlobespan	41	62	72	175	1.8	95.8
Iberia	16	12	66	94	1.1	82.8
Jet2	12	6	50	68	3.7	18.4
KLM Royal Dutch Airlines	45	6	72	123	3.9	31.3
Lufthansa German Airlines	19	4	38	61	2.9	20.8
Monarch Airlines Limited	14	36	35	85	6.0	14.1
Ryanair	254	74	296	624	27.3	22.9
Thomas Cook Airlines	9	48	89	146	8.5	17.1
Thomson Airways	40	56	148	244	9.7	25.0
Virgin Atlantic Airways	44	34	139	217	5.9	36.8
Wizz Air Hungary Airlines Ltd	57	14	10	81	2.1	39.1
Other Airlines	390	179	663	1232	55.0	22.4
Total Airline Complaints	2122	874	2761	5757	218.8	26.3
Other Complaints	8	5	106	119		
Total Complaints	2130	879	2867	5876		