

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

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	25	9	27	61	3.6	16.8
Air France	27	8	65	100	1.1	89.1
Air India	38	13	29	80	0.5	172.7
American Airlines	29	4	24	57	2.6	21.7
BMI	38	14	55	107	5.8	18.6
bmi baby	141	12	70	223	4.3	51.7
British Airways plc	463	77	398	938	34.3	27.3
EasyJet	388	69	326	783	28.5	27.4
Emirates	1	4	64	69	2.9	23.8
Excel Airways	14	41	49	104	2.2	47.2
First Choice	5	24	35	64	2.5	25.3
Flybe	154	62	101	317	7.0	45.1
FlyGlobespan	20	30	44	94	1.7	56.8
Iberia	14	13	62	89	1.1	80.8
Jet2	9	6	67	82	3.6	22.7
KLM Royal Dutch Airlines	48	5	61	114	3.8	29.6
Lufthansa German Airlines	21	4	36	61	2.8	21.5
Monarch Airlines Limited	9	31	41	81	6.1	13.2
Ryanair	175	63	352	590	28.2	20.9
Thomas Cook Airlines	13	65	113	191	8.4	22.6
Thomson Airways	38	52	127	217	11.4	19.0
Virgin Atlantic Airways	50	32	136	218	5.9	36.9
Wizz Air Hungary Airlines Ltd	85	14	13	112	2.1	52.6
Other Airlines	353	168	598	1119	46.9	23.9
Total Airline Complaints	2158	820	2893	5871	217.6	27.0
Other Complaints	9	3	118	130		
Total Complaints	2167	823	3011	6001		