

**Number of complaints received in the year to the end of December 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	28	62	3.7	16.9
Air France	24	9	66	99	1.1	89.8
Air India	35	12	31	78	0.4	191.6
American Airlines	32	4	25	61	2.5	24.5
BMI	42	13	58	113	5.7	19.7
bmi baby	121	7	93	221	4.1	54.1
British Airways plc	465	66	378	909	33.8	26.9
EasyJet	453	82	374	909	28.7	31.7
Emirates	1	3	65	69	2.9	23.8
Excel Airways	10	23	37	70	1.7	40.6
First Choice	5	29	33	67	1.6	42.6
Flybe	108	41	95	244	7.0	34.7
FlyGlobespan	9	28	33	70	1.6	44.6
Iberia	15	15	47	77	1.1	73.0
Jet2	5	9	70	84	3.4	24.5
KLM Royal Dutch Airlines	51	7	63	121	3.8	31.8
Lufthansa German Airlines	26	3	38	67	2.8	24.4
Monarch Airlines Limited	8	30	44	82	6.2	13.3
Ryanair	176	76	357	609	28.6	21.3
Thomas Cook Airlines	12	67	113	192	8.4	23.0
Thomson Airways	21	50	140	211	12.0	17.6
Virgin Atlantic Airways	58	37	148	243	5.9	41.4
Wizz Air Hungary Airlines Ltd	123	11	19	153	2.1	72.4
Other Airlines	347	162	603	1112	45.1	24.7
Total Airline Complaints	2172	793	2958	5923	214.1	27.7
Other Complaints	11	2	116	129		
Total Complaints	2183	795	3074	6052		