

Number of complaints received in the year to the end of March 2009 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	31	10	21	62	3.6	17.1
Air France	22	8	71	101	1.1	95.6
Air India	29	10	27	66	0.4	180.7
American Airlines	32	5	25	62	2.4	26.3
BMI	31	12	59	102	5.7	18.0
bmi baby	139	7	102	248	3.7	66.2
British Airways plc	390	56	340	786	33.2	23.7
EasyJet	446	92	392	930	28.2	33.0
Emirates	2	4	66	72	2.9	25.1
First Choice	6	30	34	70	0.8	83.0
Flybe	92	43	91	226	7.0	32.5
FlyGlobespan	7	24	28	59	1.5	39.3
Iberia	15	22	46	83	1.0	81.4
Jet2	4	11	60	75	3.2	23.3
KLM Royal Dutch Airlines	50	4	59	113	3.7	30.8
Lufthansa German Airlines	28	3	27	58	2.6	22.1
Monarch Airlines Limited	10	35	46	91	6.1	15.0
Ryanair	195	79	392	666	28.6	23.3
Thomas Cook Airlines	13	70	106	189	8.3	22.8
Thomson Airways	14	59	129	202	12.3	16.4
Virgin Atlantic Airways	61	47	158	266	5.7	46.4
Wizz Air Hungary Airlines Ltd	136	10	25	171	2.0	84.3
Other Airlines	333	172	616	1121	44.4	25.2
Total Airline Complaints	2086	813	2920	5819	208.4	27.9
Other Complaints	14	0	122	136		
Total Complaints	2100	813	3042	5955		