

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

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Air France	23	7	65	95	1.0	97.3
BMI	35	5	49	89	5.3	16.7
bmi baby	124	4	140	268	3.1	85.6
British Airways plc	195	43	310	548	32.7	16.8
EasyJet	280	119	327	726	27.9	26.0
Emirates	5	6	59	70	3.0	23.0
Flybe	93	34	91	218	6.8	32.1
FlyGlobespan	5	23	38	66	1.3	51.1
Iberia	19	22	51	92	1.0	89.6
Jet2	4	10	41	55	3.1	17.6
KLM Royal Dutch Airlines	29	5	52	86	3.5	24.9
Lufthansa German Airlines	31	3	42	76	2.8	27.4
Monarch Airlines Limited	7	35	51	93	5.9	15.7
Ryanair	197	82	420	699	28.6	24.5
Thomas Cook Airlines	7	63	95	165	8.3	19.9
Thomson Airways	11	57	106	174	11.5	15.1
Virgin Atlantic Airways	46	48	141	235	5.7	41.3
Wizz Air Hungary Airlines Ltd	104	10	27	141	2.0	71.9
Other Airlines	372	151	642	1165	46.9	24.9
Total Airline Complaints	1587	727	2747	5061	200.4	25.3
Other Complaints	7	0	122	129		
Total Complaints	1594	727	2869	5190		