

**Number of complaints received in the year to the end of March 2010 by entity, by type, and number of passengers by airline**

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	30	7	18	55	4.6	11.9
Air France	36	15	70	121	1.0	123.4
AirAsia.com	0	65	2	67	0.2	434.5
BMI	30	8	37	75	4.8	15.6
bmi baby	119	8	143	270	2.8	96.4
British Airways plc	221	82	388	691	31.8	21.7
Continental Airlines	29	20	20	69	1.5	46.8
Delta Airlines	34	3	14	51	1.0	53.5
EasyJet	829	208	357	1394	28.6	48.7
Emirates	7	9	63	79	3.2	24.5
Flybe	99	39	97	235	6.9	34.1
FlyGlobespan	7	19	29	55	1.0	52.8
Iberia	21	21	75	117	0.9	126.8
Jet2	3	14	46	63	3.0	21.2
KLM Royal Dutch Airlines	29	7	69	105	3.4	31.1
Lufthansa German Airlines	50	4	69	123	3.0	41.3
Monarch Airlines Limited	19	64	57	140	5.7	24.8
Ryanair	158	78	422	658	27.6	23.8
Thomas Cook Airlines	17	81	87	185	8.2	22.7
Thomson Airways	13	63	70	146	10.8	13.5
Virgin Atlantic Airways	31	44	139	214	5.5	38.7
Wizz Air Hungary Airlines Ltd	50	17	21	88	2.1	42.5
Other Airlines	358	144	618	1120	40.4	27.7
Total Airline Complaints	2190	1020	2911	6121	197.9	30.9
Other Complaints	12	1	164	177		
Total Complaints	2202	1021	3075	6298		