

Number of complaints received in the year to the end of June 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	58	10	19	87	4.5	19.5
Air France	68	21	75	164	1.0	169.4
AirAsia.com	0	69	3	72	0.2	456.1
BMI	35	13	37	85	4.5	18.9
bmi baby	140	8	141	289	2.6	112.4
British Airways plc	338	104	395	837	30.3	27.6
Continental Airlines	52	28	16	96	1.5	65.5
Delta Airlines	42	3	24	69	1.0	71.3
EasyJet	1369	295	405	2069	28.2	73.3
Emirates	16	12	69	97	3.3	29.7
Flybe	124	39	102	265	6.8	38.8
Iberia	23	19	63	105	0.8	128.5
Jet2	29	16	45	90	3.0	30.2
KLM Royal Dutch Airlines	93	10	76	179	3.4	53.3
Lufthansa German Airlines	62	5	71	138	3.0	45.5
Monarch Airlines Limited	46	79	54	179	5.5	32.6
Ryanair	405	91	366	862	27.1	31.8
Thomas Cook Airlines	31	95	76	202	8.0	25.2
Thomson Airways	24	90	61	175	10.7	16.4
Viking Airlines	24	33	8	65	0.5	127.9
Virgin Atlantic Airways	57	49	142	248	5.4	45.6
Wizz Air Hungary Airlines Ltd	37	19	29	85	2.1	40.1
Other Airlines	528	171	615	1314	40.3	32.6
Total Airline Complaints	3601	1279	2892	7772	193.6	40.2
Other Complaints	30	1	179	210		
Total Complaints	3631	1280	3071	7982		