

Number of complaints received in the year to the end of September 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	80	11	18	109	4.3	25.5
Air France	147	24	79	250	1.0	250.8
AirAsia.com	1	69	3	73	0.2	432.9
Alitalia	25	1	27	53	0.8	67.5
BMI	47	18	32	97	4.1	23.5
bmi baby	262	17	143	422	2.4	176.7
British Airways plc	480	127	379	986	30.3	32.5
Continental Airlines	69	31	15	115	1.5	77.8
Delta Airlines	60	2	22	84	1.0	81.3
EasyJet	2170	457	461	3088	28.3	108.9
Emirates	35	14	75	124	3.4	37.0
Flybe	164	42	95	301	6.9	43.7
Iberia	34	16	53	103	0.7	139.0
Jet2	77	46	62	185	3.2	58.4
KLM Royal Dutch Airlines	215	13	105	333	3.4	97.6
Lufthansa German Airlines	95	5	75	175	3.2	55.2
Monarch Airlines Limited	130	132	57	319	5.5	58.2
Ryanair	772	122	359	1253	27.1	46.3
Swiss International Airlines	35	7	16	58	1.6	36.8
Thomas Cook Airlines	41	141	74	256	8.1	31.6
Thomson Airways	29	141	59	229	10.7	21.4
Turkish Airlines	10	9	32	51	0.7	74.7
Viking Airlines	82	89	16	187	0.5	382.8
Virgin Atlantic Airways	96	66	144	306	5.4	56.2
Wizz Air Hungary Airlines Ltd	49	40	31	120	2.2	54.1
Other Airlines	684	186	549	1419	37.3	38.1
Total Airline Complaints	5889	1826	2981	10696	193.7	55.2
Other Complaints	36	3	205	244		
Total Complaints	5925	1829	3186	10940		