

**Number of complaints received in the year to the end of December 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	93	14	18	125	4.0	31.2
Air France	164	28	82	274	1.0	276.1
Air Malta	41	2	7	50	0.5	104.2
AirAsia.com	1	70	2	73	0.2	429.4
Alitalia	29	1	27	57	0.8	71.3
BMI	52	19	26	97	3.9	25.1
bmi baby	294	22	131	447	2.3	193.7
British Airways plc	553	145	383	1081	30.4	35.6
Continental Airlines	82	30	15	127	1.5	85.1
Cyprus Airways	48	1	7	56	0.4	131.6
Delta Airlines	68	1	24	93	1.1	81.7
EasyJet	2403	489	453	3345	28.3	118.3
Emirates	43	17	79	139	3.4	40.8
Flybe	188	42	97	327	6.8	47.8
Iberia	43	17	44	104	0.7	145.3
Jet2	85	58	68	211	3.3	64.3
KLM Royal Dutch Airlines	239	14	113	366	3.4	106.6
Lufthansa German Airlines	90	7	81	178	3.2	55.6
Monarch Airlines Limited	177	176	53	406	5.6	72.8
Ryanair	992	140	348	1480	26.9	55.1
Swiss International Airlines	48	6	13	67	1.6	40.7
TAP - Air Portugal	23	7	22	52	0.7	75.7
Thomas Cook Airlines	38	161	72	271	8.1	33.3
Thomson Airways	29	171	53	253	10.8	23.4
Turkish Airlines	11	8	35	54	0.7	77.9
Viking Airlines	103	90	21	214	0.4	527.2
Virgin Atlantic Airways	126	79	144	349	5.4	64.4
Wizz Air Hungary Airlines Ltd	48	48	33	129	2.3	56.7
Other Airlines	593	181	473	1247	35.4	35.2
Total Airline Complaints	6704	2044	2924	11672	193.1	60.5
Other Complaints	36	3	187	226		
Total Complaints	6740	2047	3111	11898		