

Number of complaints received in the year to the end of June 2011 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	76	7	19	102	3.8	26.7
Air France	142	16	73	231	1.1	216.7
Air India	14	4	33	51	0.4	118.2
BMI	79	18	36	133	3.7	35.8
bmi baby	229	19	102	350	2.3	154.7
British Airways plc	592	152	339	1083	32.7	33.1
Continental Airlines	50	12	11	73	1.5	49.1
Delta Airlines	60	4	19	83	1.4	61.0
EasyJet	1583	378	341	2302	29.7	77.5
Emirates	40	14	83	137	3.5	39.6
Flybe	201	35	114	350	7.0	49.8
Iberia	47	10	36	93	0.7	126.4
Jet2	65	59	72	196	3.8	52.2
KLM Royal Dutch Airlines	207	15	111	333	3.6	92.9
Lufthansa German Airlines	81	6	69	156	3.3	46.7
Monarch Airlines Limited	176	158	43	377	5.8	65.0
Ryanair	831	136	342	1309	27.4	47.8
Swiss International Airlines	70	2	16	88	1.7	51.5
Thomas Cook Airlines	23	141	77	241	8.2	29.5
Thomson Airways	18	188	48	254	10.9	23.2
Viking Airlines	86	63	14	163	0.2	739.5
Virgin Atlantic Airways	155	66	116	337	5.4	62.2
Wizz Air Hungary Airlines Ltd	47	47	27	121	2.5	48.2
Other Airlines	676	191	586	1453	38.8	37.5
Total Airline Complaints	5548	1741	2727	10016	199.4	50.2
Other Complaints	11	2	150	163		
Total Complaints	5559	1743	2877	10179		