

Number of complaints received in the year to the end of March 2012 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	44	14	27	85	3.9	22.0
Air France	25	10	61	96	1.1	84.1
Alitalia	11	3	37	51	0.8	60.1
BMI	52	16	49	117	3.4	34.0
bmi baby	34	14	40	88	2.2	40.5
British Airways plc	263	170	305	738	34.3	21.5
EasyJet	208	102	224	534	31.1	17.2
Emirates	10	16	86	112	3.6	31.4
Flybe	72	31	113	216	7.2	30.2
Iberia	28	29	40	97	0.7	131.6
Jet2	11	76	68	155	4.3	36.5
KLM Royal Dutch Airlines	46	19	95	160	3.8	42.4
Lufthansa German Airlines	44	8	67	119	3.5	34.2
Monarch Airlines Limited	15	84	21	120	5.7	21.1
Ryanair	160	146	354	660	26.9	24.5
Swiss International Airlines	36	4	16	56	1.7	32.6
Thomas Cook Airlines	4	85	69	158	7.9	20.1
Thomson Airways	9	138	54	201	10.7	18.7
United Airlines	28	7	24	59	1.3	43.7
US Airways	43	4	3	50	0.5	95.3
Virgin Atlantic Airways	73	49	101	223	5.5	40.6
Wizz Air Hungary Airlines Ltd	70	43	39	152	2.8	54.2
Other Airlines	409	248	566	1223	39.8	30.7
Total Airline Complaints	1695	1316	2459	5470	202.8	27.0
Other Complaints	5	1	96	102		
Total Complaints	1700	1317	2555	5572		