

Number of complaints received in the year to the end of June 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	30	14	22	66	3.8	17.6
Air France	20	9	58	87	1.1	75.9
Alitalia	10	4	42	56	0.9	65.6
BMI	34	13	43	90	3.3	27.2
bmi baby	36	19	41	96	2.1	45.7
British Airways plc	203	192	296	691	34.9	19.8
EasyJet	138	96	233	467	31.9	14.7
Emirates	5	17	102	124	3.5	35
Flybe	65	37	104	206	7.1	29
Iberia	30	32	42	104	0.7	148.6
Jet2	10	78	78	166	4.4	37.6
KLM Royal Dutch Airlines	33	24	86	143	3.7	38.3
Lufthansa German Airlines	36	6	60	102	3.5	29.3
Monarch Airlines Limited	10	102	33	145	5.8	25.1
Ryanair	121	161	363	645	26.8	24.1
Thomas Cook Airlines	5	84	77	166	7.5	22.2
Thomson Airways	9	109	54	172	10.6	16.3
United Airlines	41	8	25	74	1.6	45.6
Virgin Atlantic Airways	50	58	111	219	5.5	39.9
Wizz Air Hungary Airlines Ltd	62	37	49	148	2.9	51.8
Other Airlines	457	270	604	1331	41.5	32.1
Total Airline Complaints	1405	1370	2523	5298	203	26.1
Other Complaints	5	1	90	96		
Total Complaints	1410	1371	2613	5394		