

**Number of complaints received in the year to the end of September 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                    | 14            | 18     | 21    | 53               | 3.6            | 14.6                              |
| Air France                    | 16            | 9      | 52    | 77               | 1.1            | 67.1                              |
| Alitalia                      | 13            | 4      | 47    | 64               | 0.9            | 74.6                              |
| BMI                           | 32            | 13     | 39    | 84               | 2.6            | 32.2                              |
| bmi baby                      | 31            | 15     | 32    | 78               | 1.7            | 47.1                              |
| British Airways plc           | 210           | 245    | 307   | 762              | 35.6           | 21.4                              |
| EasyJet                       | 99            | 125    | 263   | 487              | 32.3           | 15.1                              |
| Emirates                      | 5             | 20     | 113   | 138              | 3.5            | 38.9                              |
| Flybe                         | 97            | 64     | 111   | 272              | 7              | 38.6                              |
| Iberia                        | 30            | 25     | 43    | 98               | 0.8            | 122.5                             |
| Jet2                          | 10            | 75     | 77    | 162              | 4.7            | 34.5                              |
| KLM Royal Dutch Airlines      | 32            | 28     | 87    | 147              | 3.7            | 39.8                              |
| Lufthansa German Airlines     | 39            | 5      | 67    | 111              | 3.5            | 32.2                              |
| Monarch Airlines Limited      | 8             | 150    | 48    | 206              | 6              | 34.5                              |
| Ryanair                       | 113           | 156    | 397   | 666              | 26.8           | 24.8                              |
| Thomas Cook Airlines          | 7             | 111    | 88    | 206              | 7              | 29.4                              |
| Thomson Airways               | 3             | 92     | 58    | 153              | 10.4           | 14.7                              |
| United Airlines               | 60            | 4      | 27    | 91               | 2              | 45.1                              |
| Virgin Atlantic Airways       | 44            | 75     | 103   | 222              | 5.5            | 40.1                              |
| Wizz Air Hungary Airlines Ltd | 34            | 40     | 51    | 125              | 2.9            | 43.1                              |
| Other Airlines                | 400           | 282    | 674   | 1356             | 40.9           | 33.2                              |
| Total Airline Complaints      | 1297          | 1556   | 2705  | 5558             | 202.5          | 27.4                              |
| Other Complaints              | 2             | 1      | 95    | 98               |                |                                   |
| Total Complaints              | 1299          | 1557   | 2800  | 5656             |                |                                   |