

Number of complaints received in the year to the end of December 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	16	22	21	59	3.6	16.5
Air France	17	15	56	88	1.1	77.3
Alitalia	14	8	48	70	0.9	77.9
American Airlines	20	17	26	63	2.5	25.7
BMI	34	12	28	74	1.9	39.6
bmi baby	16	11	26	53	1.3	42.3
British Airways plc	220	321	341	882	36.5	24.2
EasyJet	98	243	291	632	32.7	19.3
Emirates	5	24	112	141	3.6	38.6
Flybe	120	89	104	313	7.1	44.1
Iberia	37	24	40	101	0.8	126.3
Jet2	10	102	89	201	4.8	42.1
KLM Royal Dutch Airlines	29	36	87	152	3.7	41
Lufthansa German Airlines	42	10	76	128	3.4	37.2
Monarch Airlines Limited	11	242	62	315	6.1	51.2
Ryanair	108	238	398	744	27	27.6
Thomas Cook Airlines	12	429	103	544	6.8	80
Thomson Airways	4	159	70	233	10.4	22.4
Turkish Airlines	11	5	48	64	1	66
United Airlines	78	14	22	114	2.3	49.5
Virgin Atlantic Airways	39	103	89	231	5.6	41.3
Wizz Air Hungary Airlines Ltd	25	65	51	141	2.9	48.4
Other Airlines	380	359	618	1357	37.3	36.3
Total Airline Complaints	1346	2548	2806	6700	203.3	32.9
Other Complaints	3	1	96	100		
Total Complaints	1349	2549	2902	6800		