

Number of complaints received in the year to the end of March 2013 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	17	29	18	64	3.5	18.1
Air Canada	8	38	16	62	1.5	42.3
Air France	21	37	61	119	1.1	105.1
Air Portugal	14	23	24	61	0.8	78.2
Alitalia	10	12	44	66	0.9	72.7
American Airlines	32	29	28	89	2.4	36.4
BMI	33	13	25	71	1.2	60.4
British Airways	297	507	385	1189	37.5	31.7
Delta Airlines	13	19	23	55	1.3	41.8
Easyjet Airline Company	132	383	303	818	32.4	25.2
Emirates	5	58	144	207	3.8	55.2
Flybe	131	125	99	355	7.1	50.1
Iberia	34	33	38	105	0.8	133.0
Jet Airways	9	6	36	51	0.6	80.3
Jet2.Com	15	392	103	510	4.9	104.9
KLM	34	49	84	167	3.7	45.3
Lufthansa	43	21	69	133	4.0	33.1
Monarch Airlines	22	997	82	1101	6.3	175.2
Qatar Airways	2	15	40	57	1.0	55.7
Ryanair	119	352	364	835	27.0	30.9
Thomas Cook Airlines	31	1413	168	1612	6.6	242.5
Thomson Airways	17	579	81	677	10.4	65.4
Turkish THY Turk Hava Yollari	10	8	53	71	1.0	70.0
United Airlines	104	33	28	165	2.5	66.6
US Airways	32	21	8	61	0.5	116.8
Virgin Atlantic Airways	43	233	88	364	5.6	64.6
Vueling Airlines	13	12	37	62	0.3	210.6
Wizz Air	20	99	57	176	2.9	59.7
Other airlines	337	575	495	1407	32.0	44.0
Total airline complaints	1598	6111	3001	10710	203.7	52.6
Other complaints	3	1	112	116		
Total complaints	1601	6112	3113	10826		