

Number of complaints received in the year to the end of September 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	39	51	24	114	3.4	33.5
Air Canada	11	47	24	82	1.5	54.7
Air France	36	63	88	187	1.2	160.5
Air India	6	28	28	62	0.5	119.9
Air Portugal	16	45	39	100	0.8	121.0
Alitalia	13	28	69	110	0.9	127.8
American Airlines	40	36	36	112	2.4	47.6
British Airways	459	667	597	1723	40.4	42.6
Delta Airlines	21	33	21	75	1.3	56.9
Easyjet Airline Company	191	705	345	1241	33.7	36.8
Emirates	25	153	254	432	4.1	106.1
Etihad Airways	4	20	34	58	0.9	65.0
Flybe	143	200	114	457	7.3	62.4
Iberia	34	57	54	145	0.8	176.2
Jet2.Com	22	912	125	1059	5.3	198.1
KLM	42	67	112	221	2.1	104.5
Lufthansa	48	40	91	179	3.5	51.5
Malaysian Airlines System -MAS	11	63	20	94	0.6	156.5
Monarch Airlines	50	2512	154	2716	6.8	399.5
Qatar Airways	18	42	102	162	1.0	160.0
Ryanair	141	592	355	1088	28.3	38.5
Small Planet Airlines	5	181	21	207	0.1	3,142.9
Swiss Airlines	27	12	25	64	1.7	36.7
Thomas Cook Airlines	94	4329	432	4855	6.2	782.8
Thomson Airways	79	3239	246	3564	10.4	343.6
Turkish THY Turk Hava Yollari	10	19	67	96	1.2	82.5
United Airlines	124	99	57	280	2.6	108.0
US Airways	40	41	20	101	0.5	192.4
Vietnam Airlines	5	50	7	62	0.1	723.9
Virgin Atlantic Airways	89	799	116	1004	6.0	167.8
Vueling Airlines	24	31	15	70	0.5	140.1
Wizz Air	18	184	54	256	2.9	87.8
Other airlines	329	818	528	1675	29.8	56.2
Total airline complaints	2214	16163	4274	22651	208.8	108.5
Other complaints	1	2	76	79		
Total complaints	2215	16165	4350	22730		