

Number of complaints received in the year to the end of December 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	50	56	24	130	3.3	38.9
Air Canada	16	53	26	95	1.5	63.5
Air France	38	69	83	190	1.2	160.7
Air India	8	31	27	66	0.6	118.0
Air Portugal	22	51	37	110	0.8	131.6
Alitalia	13	25	60	98	0.8	116.9
American Airlines	33	36	33	102	2.4	43.0
Bmi Regional	17	28	10	55	0.4	134.2
British Airways	496	856	588	1940	39.4	49.3
Delta Airlines	23	34	18	75	1.3	56.6
Easyjet Airline Company	196	831	312	1339	33.6	39.8
Emirates	33	197	259	489	4.2	117.5
Etihad Airways	4	31	32	67	0.9	74.3
Flybe	154	208	96	458	7.4	62.0
Iberia	31	63	53	147	0.8	182.9
Jet2.Com	23	1036	109	1168	5.5	210.7
KLM	48	74	97	219	2.1	103.3
Lufthansa	46	46	77	169	3.5	48.2
Malaysian Airlines System -MAS	7	89	21	117	0.6	188.8
Monarch Airlines	59	3325	141	3525	6.8	520.6
Qatar Airways	20	55	103	178	1.0	174.6
Ryanair	132	639	300	1071	28.8	37.2
Small Planet Airlines	12	236	23	271	0.1	4,241.0
Swiss Airlines	24	19	30	73	1.7	42.3
Thomas Cook Airlines	120	5632	429	6181	6.1	1,011.9
Thomson Airways	99	4042	241	4382	10.3	424.7
Turkish THY Turk Hava Yollari	6	24	54	84	1.2	69.5
United Airlines	126	120	58	304	2.6	116.3
US Airways	33	51	19	103	0.5	196.6
Vietnam Airlines	6	70	7	83	0.1	965.5
Virgin Atlantic Airways	104	983	108	1195	6.1	196.7
Vueling Airlines	26	33	12	71	0.6	122.5
Wizz Air	22	200	46	268	3.0	90.4
Other airlines	287	927	440	1654	31.4	52.7
Total airline complaints	2334	20170	3973	26477	210.7	125.7
Other complaints	23	49	230	302		
Total complaints	2357	20219	4203	26779		