

Number of complaints received in the year to the end of June 2014 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aer Lingus	59	80	29	168	3.3	50.6
Air Canada	23	72	31	126	1.5	82.9
Air France	38	68	74	180	1.2	147.4
Air India	9	41	28	78	0.6	133.7
Air Portugal	25	52	42	119	0.9	139.6
Alitalia	11	22	53	86	0.8	110.1
American Airlines	35	27	39	101	2.4	42.8
British Airways	519	1362	718	2599	39.9	65.1
Delta Airlines	22	34	19	75	1.4	54.8
Easyjet Airline Company	193	928	349	1470	34.8	42.3
Emirates	27	216	235	478	4.3	111.8
Etihad Airways	7	42	45	94	0.9	102.2
Flybe	149	175	97	421	7.4	57.1
Iberia	30	49	45	124	0.8	157.8
Jet2.Com	18	777	100	895	5.8	154.3
KLM	33	79	81	193	2.2	88.9
Lufthansa	38	52	61	151	3.3	45.2
Malaysian Airlines System -MAS	11	94	34	139	0.6	225.1
Monarch Airlines	48	2439	116	2603	6.9	375.0
Pakistan International Airlines PIA	9	39	20	68	0.5	133.6
Qatar Airways	24	63	79	166	1.1	154.8
Ryanair	69	562	309	940	29.4	32.0
Small Planet Airlines	12	240	27	279	0.0	6,022.3
Swiss Airlines	49	24	27	100	1.7	59.5
Thomas Cook Airlines	123	5278	361	5762	6.1	951.7
Thomson Airways	100	3890	299	4289	10.3	418.3
Turkish THY Turk Hava Yollari	10	30	42	82	1.3	62.6
United Airlines	128	153	71	352	2.6	136.5
US Airways	19	54	26	99	0.5	186.8
Vietnam Airlines	2	47	10	59	0.1	652.9
Virgin Atlantic Airways	75	765	91	931	6.3	149.0
Vueling Airlines	26	39	16	81	0.7	120.9
Wizz Air	14	212	30	256	3.1	81.3
Other airlines	274	931	507	1712	32.5	52.7
Total airline complaints	2229	18936	4111	25276	215.0	117.6
Other complaints	3	9	150	162		
Total complaints	2232	18945	4261	25438		