

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

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aegean Airlines	1	44	11	56	0.4	141.3
Aer Lingus	58	86	46	190	3.3	57.0
Air Canada	19	60	53	132	1.6	82.5
Air France	33	55	90	178	1.2	145.0
Air India	7	35	32	74	0.6	131.6
Air Portugal	69	73	57	199	0.9	228.6
Alitalia	8	22	42	72	0.7	101.9
American Airlines	31	39	47	117	2.2	52.2
BH Air	0	48	3	51	0.1	372.8
British Airways	543	1277	907	2727	40.5	67.3
Delta Airlines	16	35	26	77	1.4	54.9
Easyjet Airline Company	254	878	404	1536	35.8	42.9
Emirates	34	203	262	499	4.4	113.9
Etihad Airways	9	69	96	174	1.0	179.6
Flybe	170	137	113	420	7.2	58.3
Iberia	17	29	48	94	0.8	120.9
Jet Airways	19	18	29	66	0.7	99.6
Jet2.Com	11	440	118	569	6.0	94.2
KLM	20	64	82	166	2.3	72.4
Lufthansa	33	43	63	139	3.2	43.6
Malaysian Airlines System -MAS	9	67	39	115	0.6	200.5
Monarch Airlines	31	1186	109	1326	7.0	189.4
Norwegian Air Shuttle	32	144	42	218	3.2	67.1
Onur Air	1	51	4	56	0.1	553.9
Pakistan International Airlines PIA	13	39	23	75	0.5	146.6
Pegasus Airlines	6	37	39	82	0.4	207.5
Qatar Airways	16	69	86	171	1.1	148.8
Ryanair	70	551	360	981	30.8	31.9
Small Planet Airlines	2	83	15	100	0.1	973.4
Swiss Airlines	52	14	28	94	1.7	55.5
Thomas Cook Airlines	119	3221	317	3657	6.1	601.3
Thomson Airways	64	2646	333	3043	10.2	299.3
Turkish THY Turk Hava Yollari	6	32	75	113	1.4	82.4
United Airlines	124	133	94	351	2.6	137.4
US Airways	33	67	50	150	0.6	253.6
Vietnam Airlines	5	40	13	58	0.1	629.1
Virgin Atlantic Airways	46	376	96	518	6.3	81.9
Vueling Airlines	29	86	47	162	0.7	234.8
Wizz Air	17	256	53	326	3.6	90.8
Other airlines	224	784	598	1606	85.7	52.7
Total airline complaints	2251	13537	4950	20738	220.3	94.1

Other complaints	1	2		3		
Total complaints	2252	13539	4950	20741		