

Number of complaints received in the year to the end of December 2015 by entity, by type, and number of passengers by airline

Entity	Cancellations	Delays	Other	Total Complaints	Passengers (m)	Complaints per million passengers
Aegean Airlines	0	14	14	28	0.1	460.9
Aer Lingus	31	33	28	92	0.8	115.4
Air Canada	16	34	46	96	0.2	568.5
Air France	12	25	66	103	0.2	498.4
Air India	31	98	87	216	0.1	2,789.5
Air Portugal	38	37	64	139	0.1	1,425.1
Alitalia	8	18	44	70	0.1	861.9
American Airlines	64	61	89	214	0.4	580.0
BH Air	1	32	2	35	0.0	8,750,000.0
British Airways	321	524	928	1773	8.5	208.1
Condor	0	56	19	75	0.0	6,332.3
Delta Airlines	14	20	29	63	0.2	413.9
Easyjet Airline Company	271	843	472	1586	8.6	184.8
Emirates	32	125	352	509	0.6	863.8
Etihad Airways	2	34	127	163	0.2	978.2
Flybe	169	124	166	459	4.0	115.5
Iberia	23	39	81	143	0.1	1,608.3
Jet Airways	4	5	38	47	0.1	569.6
Jet2.Com	9	447	87	543	0.5	1,172.0
KLM	32	45	114	191	0.3	580.6
Lufthansa	39	68	126	233	0.4	620.6
Malaysian Airlines System -MAS	3	38	47	88	0.1	1,540.0
Monarch Airlines	29	545	105	679	0.5	1,303.3
Norwegian Air Shuttle	72	261	73	406	0.3	1,484.9
Onur Air	3	41	6	50	0.0	0.0
Pakistan International Airlines PIA	5	39	19	63	0.1	1,024.8
Pegasus Airlines	2	33	30	65	0.0	1,524.6
Qatar Airways	8	35	70	113	0.2	618.5
Ryanair	68	738	463	1269	4.9	256.5
Small Planet Airlines	5	92	7	104	0.0	10,343.6

Swiss Airlines	26	30	35	91	0.2	439.2
Thomas Cook Airlines	32	1204	245	1481	0.5	2,861.6
Thomson Airways	54	1982	287	2323	0.9	2,498.3
Turkish Thy Turk Hava Yollari	9	37	131	177	0.2	957.6
United Airlines	69	78	122	269	0.3	954.4
US Airways	17	16	40	73	0.0	4,699.4
Vietnam Airlines	4	75	22	101	0.0	6,859.3
Virgin Atlantic Airways	32	186	94	312	0.7	460.9
Vueling Airlines	25	132	79	236	0.1	1,983.3
Wizz Air	11	174	87	272	0.6	436.7
Other Airlines	234	680	710	1624	5.2	311.1
Total Complaints	1825	9098	5651	16574	40.1	413.5