

Number of complaints received in the year to the end of March 2016 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	11	16	27	0.1	444.5
Aer Lingus	28	26	29	83	0.8	104.1
Air Canada	16	29	39	84	0.2	497.5
Air France	12	24	65	101	0.2	488.7
Air India	21	77	72	170	0.1	2,195.4
Air Portugal	26	31	57	114	0.1	1,168.8
Alitalia	8	22	43	73	0.1	898.8
American Airlines	58	84	122	264	0.4	715.5
BH Air	1	21	0	22	0.0	5,500,000.0
British Airways	290	515	981	1786	8.5	209.6
Condor	1	45	18	64	0.0	5,403.6
Delta Airlines	12	22	26	60	0.2	394.2
Easyjet Airline Company	295	895	526	1716	8.6	200.0
Emirates	18	106	324	448	0.6	760.3
Etihad Airways	5	31	136	172	0.2	1,032.2
Flybe	114	98	147	359	4.0	90.3
Iberia	28	59	119	206	0.1	2,316.8
Jet Airways	3	6	36	45	0.1	545.3
Jet2.Com	10	269	71	350	0.5	755.5
KLM	25	42	132	199	0.3	604.9
Lufthansa	40	68	151	259	0.4	689.9
Malaysian Airlines System -MAS	3	35	49	87	0.1	1,522.5
Monarch Airlines	16	395	103	514	0.5	986.6
Norwegian Air Shuttle	77	271	84	432	0.3	1,580.0
Onur Air	3	15	5	23	0.0	0.0
Pakistan International Airlines PIA	10	48	27	85	0.1	1,382.7
Pegasus Airlines	3	25	29	57	0.0	1,337.0
Qatar Airways	7	32	82	121	0.2	662.3
Ryanair	106	714	527	1347	4.9	272.2
Small Planet Airlines	4	95	8	107	0.0	10,642.0

Swiss Airlines	26	32	35	93	0.2	448.8
Thomas Cook Airlines	29	876	259	1164	0.5	2,249.1
Thomson Airways	49	1653	245	1947	0.9	2,093.9
Turkish Thy Turk Hava Yollari	10	38	140	188	0.2	1,017.1
United Airlines	49	78	97	224	0.3	794.8
US Airways	12	22	35	69	0.0	4,441.9
Vietnam Airlines	3	60	22	85	0.0	5,772.7
Virgin Atlantic Airways	24	156	104	284	0.7	419.6
Vueling Airlines	24	159	88	271	0.1	2,277.5
Wizz Air	10	149	93	252	0.6	404.5
Other Airlines	240	784	762	1786	7.1	250.3
Total Complaints	1716	8118	5904	15738	42.0	374.7