

Number of complaints received in the year to the end of June 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	1	10	14	25	0.2	105.5
Aer Lingus	20	23	36	79	2.7	29.5
Air Canada	16	28	39	83	0.8	108.6
Air France	7	26	76	109	0.8	137.3
Air India	17	63	67	147	0.3	464.9
Air Portugal	20	27	45	92	0.4	249.7
Alitalia	7	26	37	70	0.3	205.2
American Airlines	47	98	130	275	1.5	185.0
BH Air	1	12	0	13	0.0	398.7
British Airways	281	545	972	1798	27.5	65.3
Condor	2	38	7	47	0.1	884.5
Delta Airlines	8	21	22	51	0.6	84.3
Easyjet Airline Company	366	992	583	1941	27.7	70.1
Emirates	17	94	289	400	2.3	174.2
Etihad Airways	4	32	142	178	0.7	273.7
Flybe	91	99	145	335	9.9	33.8
Iberia	37	70	135	242	0.5	494.2
Jet Airways	2	4	28	34	0.3	104.0
Jet2.Com	9	217	70	296	2.7	110.7
KLM	20	51	130	201	2.1	97.0
Lufthansa	38	70	150	258	1.6	163.4
Malaysian Airlines System -MAS	4	35	44	83	0.2	406.0
Monarch Airlines	8	272	96	376	2.4	154.9
Norwegian Air Shuttle	101	376	94	571	0.8	733.6
Onur Air	2	12	2	16	0.0	0.0
Pakistan International Airlines PIA	16	43	27	86	0.2	359.2
Pegasus Airlines	4	24	33	61	0.2	335.9
Qatar Airways	3	29	69	101	0.8	132.1
Ryanair	164	747	534	1445	20.6	70.0
Small Planet Airlines	3	97	8	108	0.0	2,747.7

Swiss Airlines	28	37	28	93	0.8	113.4
Thomas Cook Airlines	39	770	229	1038	2.8	374.8
Thomson Airways	43	1328	182	1553	4.7	328.6
Turkish Thy Turk Hava Yollari	10	40	151	201	0.4	550.0
United Airlines	38	75	85	198	1.1	176.2
US Airways	12	21	30	63	0.0	4,055.6
Vietnam Airlines	2	38	17	57	0.1	990.2
Virgin Atlantic Airways	20	137	118	275	2.6	105.4
Vueling Airlines	34	212	95	341	0.8	452.7
Wizz Air	13	161	92	266	2.9	91.5
Other Airlines	296	846	765	1907	17.8	107.0
Total Complaints	1851	7846	5816	15513	142.2	109.1