

# Worst airlines for customer satisfaction revealed

The worst airlines for customer satisfaction have been revealed

The UK's flag carrier airline, [British Airways](#), ranked among the worst airlines in the survey.

BA's customer score for long-haul flights was the joint third lowest out of 17 carriers analysed by Which?, at 59%.

The airline received just two stars out of five for boarding experience and value for money, and achieved three stars for the other six categories assessed.

For short-haul flights, British Airways' score was 56%, which was the fifth lowest among 22 airlines.

At the other end of the spectrum, the best airline for long-haul flights was Singapore Airlines (83%) and for short-haul [Jet2.com](#) (81%) took the top spot.

The worst performers in the long-haul ranking were Lufthansa (56%), Air Canada (58%), American Airlines (59%) and British Airways.

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Wizz Air (44%) was ranked bottom for short-haul flights for the second year in a row, followed by [Ryanair](#) (47%), Iberia (49%) and Vueling (53%).

Which? said the standard of service last year often “fell well short of the mark”, with many passengers struggling to get support when they needed it.

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Rory Boland, editor of magazine Which? Travel, said: “Air fares have soared in recent years, and the bare minimum passengers should expect in return for their hard-earned cash is a reliable service, with friendly, easy to access customer support when they are let down.

“While the likes of Jet2 continue to excel in this regard, our survey shows that passengers of many airlines are sadly being shortchanged – with high rates of last minute cancellations, abysmal customer service and sneaky extra fees for luggage hiking up the final price.”

A British Airways spokesperson said: “We always work hard to get our customers to where they need to be on time.

“We apologise to customers for any disruption they’ve faced during these challenging periods and again thank them for their understanding.”

Marion Geoffroy, UK managing director at Wizz Air, said: “We do not consider the findings of this report to be

representative or the methodology used to be transparent.

“Only 124 Wizz Air passengers were surveyed, while Which? spoke to several thousand people who had flown with some of our competitors.”

The survey of Which? members was conducted in October last year and relates to more than 10,000 flights with customer scores based on overall satisfaction and the likelihood to recommend an airliner to a friend.