		Complaints Received in Period							Complaints Resolved in Period									Ongoing cases		
Airline / Airport Name	ADR entity name / PACT	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation	Total cases opened	Complaints per million pax	Total cases opened & *rejected*	Remedy awarded - Settled by Airline	Remedy awarded - Adjudicated in favour of passenger	No remedy awarded - Adjudicated in favour of airline/airport	Total cases adjudicated	Uphold rate for consumers	Total awarded	Average award	Cases rejected or discontinued	Total cases closed	Open cases at the END of Period	Open cases at START of Period	Overdue payments at the end of the Period
AIR ASTANA	CDRL	0	1	0	4	5	158	2	1	0	0	1	100%	£400	£400	3	4	7	4	
AIR BALTIC	CDRL	2	0	0	0	2	66	1	0	1	5	6	17%	£505	£505	4	10	11	19	
AIR CANADA	CDRL	29	3	0	29	61	96	7	4	2	9	15	40%	£7,230	£1,205	53	68	213	213	
AIR CHINA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	4	4	11	15	
AIR FRANCE / KLM	CDRL	366	92	0	84	542	386	26	9	20	121	150	19%	£21,415	£738	256	406	1672	1510	43
AIR PORTUGAL	CDRL	167	18	0	38	223	907	13	4	9	25	38	34%	£7,601	£589	111	149	764	677	11
ASIANA AIRLINES	CDRL	1	0	0	3	4	28	0	0	0	0	0	0%	£0	£0	3	3	4	3	
DELTA AIRLINES	CDRL	32	6	0	11	49	154	2	0	2	7	9	22%	£362	£181	40	49	117	115	5
EAST MIDLANDS INTERNATIONAL	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	2	2	8	9	
EASYJET UK LTD	CDRL	2000	130	0	54	2184	261	33	57	113	896	1066	16%	£76,922	£452	172	1238	5124	4145	28
EGYPTAIR	CDRL	12	4	0	5	21	199	3	0	0	8	8	0%	£0	£0	39	47	55	78	2
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	4	4	1	5	2
HUMBERSIDE	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	3	3	0	3	
LONDON CITY	CDRL	1	0	0	0	1	2	0	0	0	0	0	0%	£0	£0	0	0	1	0	
OMAN AIR	CDRL	3	1	0	3	7	96	1	8	0	2	10	80%	£5,336	£667	10	20	43	55	4
ROYAL BRUNEI AIRLINES	CDRL	4	0	0	1	5	201	3	0	0	0	0	0%	£0	£0	9	9	13	14	
RYANAIR	CDRL	2749	457	0	292	3498	327	100	385	308	1392	2085	33%	£351,860	£508	1344	3429	9805	9636	34
SOUTH AFRICAN AIRWAYS	CDRL	1	2	0	0	3	0	0	0	0	1	1	0%	£0	£0	4	5	6	8	7
THY TURKISH AIRLINES	CDRL	56	16	0	30	102	143	62	4	8	22	34	35%	£9,889	£824	179	213	394	443	5
TUI AIRWAYS LTD	CDRL	586	31	0	63	680	446	19	64	15	103	182	43%	£77,955	£987	190	372	2451	2124	11
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	55	27	0	4	86	71	16	4	6	34	44	23%	£5,668	£567	28	72	349	319	1
WIZZ AIR	CDRL	1151	204	0	345	1700	548	86	99	269	791	1159	32%	£260,854	£709	806	1965	6147	6327	134
AIR INDIA	CDRL	-	-	-		0		-	-	-		0	-	-		0	0	17	17	
AIR MAURITIUS LTD	CDRL	-	-	-		0		-	-	-		0	-	-		0	0	1	1	
EMIRATES	CDRL	-	-	-		0		-	-	-		0	-	-		0	0	62	62	
FLYBE LTD	CDRL	-	-	-		0		-	-	-		0	-	-		0	0	443	443	
NORWEGIAN AIR UK LTD	CDRL	-	-	-		0		-	-	-		0	-	-		0	0	855	855	
BRISTOL	CEDR	0	1	0	1	2		3	0	0	0	0	0%	£0	£0	3	3	2	0	
BRITISH AIRWAYS PLC	CEDR	1439	177	52	203	1870	177	118	988	174	416	1578	74%	£1,070,108	£921	347	1925	2886	2823	
CATHAY PACIFIC AIRWAYS	CEDR	6	1	0	0	7	32	2	4	1	1	6	83%	£6,298	£1,260	2	8	4	3	
GATWICK	CEDR	0	0	1	3	4	0	13	0	1	0	1	100%	£150	£150	14	15	3	1	
HEATHROW	CEDR	0	0	1	3	4	0	34	0	0	1	1	0%	£0	£0	34	35	4	1	
MANCHESTER	CEDR	2	0	1	0	3	1	7	0	1	1	2	50%	£150	£150	9	11	3	4	
SAS	CEDR	9	4	1	0	14	46	5	17	1	1	19	95%	£9,601	£533	7	26	8	15	
STANSTED	CEDR	0	0	0	0	0	0	0	1	0	0	1	100%	£150	£150	2	3	0	3	
Total	**CDRL**	7215	992	0	966	9173		374	639	753	3416	4808	29%	£825,996	£592	3264	8072	28571	27097	287
Total	**CEDR**	1456	183	56	209	1904		182	1010	178	420	1608	74%	£1,086,457	£919	418	2026	2910	2850	0
AEGEAN AIRLINES	PACT	1	0	0		1	10	0		7	1	8	88%			0	8	13	12	
AER LINGUS	PACT	32	2	0		34	40	1		38	9	47	81%			4	51	110	80	
AEROFLOT	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	0	
AEROITALIA	PACT	1	0	0		1	1468	0		0	3	3	0%			0	3	6	5	
AEROMEXICO	PACT	3	0	0		3	85	0		0	6	6	0%			0	6	4	1	
AIR ALBANIA	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	1	1	
AIR ALGERIE	PACT	2	0	0		2	123	0		1	0	1	100%			1	2	3	1	
AIR EUROPA	PACT	6	1	0		7	122	1		2	0	2	100%			1	3	13	6	
AIR INDIA	PACT	0	0	0		0	0	1		4	1	5	80%			2	7	13	13	
AIR MOLDOVA INTERNATIONAL	PACT	1	0	0		1	68	0		0	0	0	0%			0	0	2	1	
AIR PORTUGAL	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
AIR SERBIA	PACT	1	0	0		1	65	0		0	0	0	0%			0	0	1	0	
AIR TRANSAT	PACT	0	0	0		0	0	1		4	1	5	80%			1	6	5	5	
ALBA STAR	PACT	4	0	0		4	9000	0		10	1	11	91%			0	11	11	8	
ALL NIPPON AIRWAYS	PACT	0	0	0		0	0	0		3	0	3	100%			0	3	1	1	
AMERICAN AIRLINES	PACT	10	2	0		12	20	0		10	2	12	83%			2	14	21	10	
ARKIA	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	0	
AURIGNY AIR SERVICES	PACT	2	0	0		2	18	0		0	0	0	0%			0	0	2	0	
AUSTRIAN AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	0	
AVIANCA COLOMBIA	PACT	7	0	0		7	174	0		0	21	21	0%			1	22	16	9	
AZERBAIJAN AIRLINES (AZAL)	PACT	0	1	0		1	143	0		1	0	1	100%			0	1	1	0	
BALKAN AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	0	
BH AIR	PACT	1	0	0		1	10101	0		0	3	3	0%			0	3	3	3	
BIMAN BANGLADESH AIRLINES	PACT	2	0	0		2	39	0		0	1	1	0%			0	1	2	2	
BLUE AIR	PACT	2	0	0		2	0	1		1	17	18	6%			1	19	9	7	
BLUE ISLANDS LIMITED	PACT	0	0	0		0	0	0		2	0	2	100%			0	2	3	3	
BRITISH AIRWAYS PLC	PACT	0	0	0		0	0	2		0	0	0	0%			3	3	0	0	
CORENDON AIRLINES	PACT	32	0	0		32	8830	0		27	8	35	77%			0	35	45	20	
CROATIA AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	0	
EASTERN AIRWAYS	PACT	5	0	0		5	153	0		0	4	4	0%			0	4	6	0	
EASYJET UK LTD	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
EDELWEISS AIR	PACT	1	0	0		1	250	0		0	0	0	0%			0	0	7	7	
EMERALD AIRLINES	PACT	27	1	0		28	1674	1		22	2	24	92%			1	25	81	51	
EMIRATES	PACT	10	3	0		13	10	2		2	12	14	14%			6	20	41	28	
ENTER AIR	PACT	10	0	0		10	30	0		22	0	22	100%			0	22	8	6	
ETHIOPIAN AIRLINES	PACT	0	1	0		1	14	2		0	2	2	0%			3	5	4	3	
ETIHAD AIRWAYS	PACT	6	1	0		7	28	1		6	13	19	32%			1	20	21	16	
EVA AIR	PACT	1	1	0		2	33	0		0	1	1	0%			1	2	2	0	
FINNAIR	PACT	2	0	0		2	14	1		3	0	3	100%			2	5	4	4	
FLYBE LTD	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
FLYDUBAI	PACT	1	0	0		1	0	0		1	0	1	100%			0	1	1	0	
FREEBIRD AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	3	3	
GULF AIR	PACT	11	3	0		14	127	0		4	17	21	19%			2	23	51	37	
IBERIA	PACT	11	1	0		12	51	3		23	6	29	79%			5	34	30	18	
ICELANDAIR	PACT	3	0	0		3	30	0		0	1	1	0%			1	2	0	0	
IPS AIRWAYS	PACT	0	0	0		0	0	0		0	3	3	0%			0	3	0	0	
ITA AIRWAYS	PACT	6	0	0		6	64	0		5	1	6	83%			0	6	7	1	
JAPAN AIRLINES	PACT	0	0	0		0	0	1		0	1	1	0%			1	2	2	2	
JET2.COM LTD	PACT	45	2	1		48	22	8		81	87	168	48%			21	189	219	181	
JETBLUE	PACT	2	0	0		2	24	1		0	4	4	0%			2	6	2	1	
KENYA AIRWAYS	PACT	9	0	0		9	147	0		5	0	5	100%			1	6	16	8	
KOREAN AIR	PACT	2	0	0		2	49	0		0	0	0	0%			0	0	4	2	
KUWAIT AIRWAYS	PACT	0	1	0		1	11	0		2	1	3	67%			1	4	4	3	
LATAM AIRLINES BRASIL	PACT	1	1	0		2	29	0		6	1	7	86%			0	7	4	2	
LOGANAIR LTD	PACT	11	1	0		12	39	1		3	17	20	15%			2	22	45	33	
LOT-POLISH AIRLINES	PACT	1	0	0		1	15	0		2	2	4	50%			0	4	10	9	
LUFTHANSA	PACT	1	0	0		1	2	0		2	0	2	100%			1	3	2	1	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	1	1	0		2	23	0		2	3	5	40%			1	6	5	3	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	2	0	0		2	50	0		0	0	0	0%			0	0	5	2	
NORSE ATLANTIC	PACT	4	0	0		4	79	0		0	1	1	0%			0	1	6	2	
NORWEGIAN AIR SHUTTLE	PACT	15	1	0		16	0	2		15	2	17	88%			4	21	31	18	
NOUVEL AIR TUNISIE	PACT	0	0	0		0	0	0		0	3	3	0%			0	3	1	1	
OLYMPIC AIRWAYS	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	0	
PAKISTAN INTL AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	1	
PEGASUS AIRLINES	PACT	3	1	0		4	19	0		3	4	7	43%			0	7	10	7	
QANTAS	PACT	2	1	0		3	26	0		7	0	7	100%			2	9	11	8	
QATAR AIRWAYS	PACT	45	6	1		52	87	6		106	22	128	83%			18	146	155	106	
ROYAL AIR MAROC	PACT	11	4	0		15	302	2		2	6	8	25%			3	11	19	4	
ROYAL JORDANIAN	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	3	3	
RWANDAIR	PACT	0	0	0		0	0	0		0	7	7	0%			0	7	0	0	
RYANAIR	PACT	0	1	0		1	0	0		0	0	0	0%			1	1	1	0	
SAUDI ARABIAN AIRLINES	PACT	15	7	0		22	144	2		10	4	14	71%			3	17	41	20	
SCOOT	PACT	1	0	0		1	0	0		0	2	2	0%			1	3	6	5	
SINGAPORE AIRLINES	PACT	9	2	0		11	44	0		5	1	6	83%			0	6	14	8	
SKY EXPRESS SA	PACT	1	0	0		1	53	1		2	0	2	100%			1	3	4	3	
SRILANKAN AIRLINES	PACT	0	0	0		0	0	0		4	0	4	100%			0	4	14	14	
SUN EXPRESS DEUTSCHLAND	PACT	1	0	0		1	0	0		3	2	5	60%			0	5	6	5	
TAROM	PACT	0	1	0		1	83	0		0	3	3	0%			0	3	1	0	
THAI AIRWAYS INTERNATIONAL	PACT	11	1	0		12	110	3		14	16	30	44%			4	36	27	16	
THY TURKISH AIRLINES	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
TUNISAIR	PACT	1	0	0		1	83	0		0	1	1	0%			1	2	5	4	
UKRAINE INTERNATIONAL AIRLINES	PACT	1	0	0		1	0	0		0	1	1	0%			0	1	2	1	
UNITED AIRLINES	PACT	6	1	0		7	14	0		7	7	14	50%			2	16	22	14	
VIETNAM AIRLINES	PACT	0	1	0		1	0	0		0	0	0	0%			0	0	2	1	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
VISTARA	PACT	1	0	0		1	19	0		0	1	1	0%			0	1	3	2	
VUELING AIRLINES	PACT	41	2	0		43	70	1		65	13	78	83%			3	81	111	74	
WEST JET AIRLINES	PACT	0	0	0		0	0	1		8	7	15	53%			1	16	9	9	
WIDEROE FLYVESELSKAP A/S	PACT	1	0	0		1	47	0		0	0	0	0%			0	0	1	1	
AIR ARABIA MAROC	PACT	-	-	-		0		-		-		0	-					1	1	
AIR FRANCE / KLM	PACT	-	-	-		0		-		-		0	-					1	1	
AIR MAURITIUS LTD	PACT	-	-	-		0		-		-		0	-					2	2	
AIR NEW ZEALAND LTD	PACT	-	-	-		0		-		-		0	-					2	2	
BRUSSELS AIRLINES	PACT	-	-	-		0		-		-		0	-					2	2	
CHINA SOUTHERN	PACT	-	-	-		0		-		-		0	-					1	1	
CONDOR	PACT	-	-	-		0		-		-		0	-					1	1	
COPA AIRLINES	PACT	-	-	-		0		-		-		0	-					1	1	
FLYONE	PACT	-	-	-		0		-		-		0	-					1	1	
GEORGIAN AIRWAYS	PACT	-	-	-		0		-		-		0	-					1	1	
INDIGO AIRLINES	PACT	-	-	-		0		-		-		0	-					1	1	
PLAY	PACT	-	-	-		0		-		-		0	-					1	1	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	-	-	-		0		-		-		0	-					1	1	
Total	**PACT**	445	52	2	0	499		47	0	556	362	918	61%			118	1036	1404	956	0