

ADR entry name/ PACT	Complaints Received in Period					Complaints Resolved in Period										Ongoing cases				
	Complaints received Reg	Complaints received 'others'	Complaints received Reg	Complaints received 'others'	Complaints received 'others'	Total cases opened	Total cases closed	Total cases pending	Total cases closed	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	Average Total awarded	Cases rejected/discontinued	Total cases closed	Open cases at the start of the period	Open cases at the end of the period	Overdue payments at the end of the period
Total	12266	649	0	934	13849	1106	263	1044	4088	5401	24%	£963,902	£7371	2838	8243	29123	210	0	0	0
Total	2051	187	54	311	2603	589	1923	269	432	2624	84%	£1,772,802	£809	592	3236	2685	2906	0	0	0
AR ASTANA	CDRL	1	0	0	0	1	107	2	0	2	0	1	0	100%	£1,944	£972	6	8	2	7
AR BALTIC	CDRL	6	0	0	0	6	134	30	0	1	0	1	100%	£1,235	£1,235	4	3	1	1	
AR CANADA	CDRL	43	8	0	19	70	110	49	0	10	12	2	45%	£7,591	£759	82	104	233	218	
AR CHINA	CDRL	4	0	0	0	4	63	3	0	0	0	0	0%	£0	£0	4	4	14	11	
AR FRANCE / KLM	CDRL	384	66	0	51	422	281	72	7	116	245	368	33%	£95,721	£778	203	571	1646	1696	
AR INDIA	CDRL	-	-	-	-	0	0	0	-	-	-	-	-	-	-	1	0	17	17	
AR MAURITIUS LTD	CDRL	-	-	-	-	0	0	0	-	-	-	-	-	-	-	0	0	1	1	
AR PORTUGAL	CDRL	118	24	0	1	143	53	17	9	71	53	120	57%	£57,004	£710	74	209	144	78	
ASIANA AIRLINES	CDRL	2	0	0	0	2	41	2	0	0	1	1	100%	£0	£0	5	2	4	4	
DELTA AIRLINES	CDRL	32	3	0	0	35	79	12	0	11	7	18	61%	£8,152	£743	30	48	123	119	
EAST M IDLANDS INTERNATIONAL	CDRL	1	1	0	0	2	7	0	0	0	0	0	0%	£0	£0	1	3	3	3	
EASJET	CDRL	3478	65	0	104	3672	283	84	29	59	88	967	9%	£55,491	£632	314	1283	7895	5217	
EGYPTAIR	CDRL	6	12	0	10	28	24	14	0	8	10	18	44%	£7,512	£939	23	41	55	54	
EMIRATES	CDRL	-	-	-	-	0	0	0	-	-	-	-	-	-	-	0	0	63	63	
EVRYE LTD	CDRL	-	-	-	-	0	0	0	-	-	-	-	-	-	-	0	0	442	442	
GARUDA INDONESIA	CDRL	0	0	0	0	1	0	1	0	0	0	0	0%	£0	£0	1	1	2	1	
LONDON CITY	CDRL	0	0	0	0	1	0	1	0	0	0	0	0%	£0	£0	1	1	2	1	
NORWEGIAN AIR UK LTD	CDRL	-	-	-	-	0	0	0	-	-	-	-	-	-	-	0	0	85	85	
OMAN AIR	CDRL	6	0	0	0	6	16	3	0	1	2	3	33%	£1,023	£1,023	19	22	31	43	
ROYAL BRUNEI AIRLINES	CDRL	2	1	0	0	3	20	4	1	2	4	50%	£1,072	£536	6	10	12	13		
RYANAIR	CDRL	4841	346	0	36	5551	379	307	130	326	1686	214	21%	£31,256	£665	807	3039	12895	10074	
SOUTH AFRICAN AIRWAYS	CDRL	0	0	0	0	0	0	1	0	0	1	1	100%	£0	£0	0	0	0	1	
THY TURKISH AIRLINES	CDRL	84	16	0	27	127	176	66	6	14	50	70	29%	£18,284	£914	122	192	388	397	
TUI AIRWAYS LTD	CDRL	2191	14	0	66	1270	36	59	16	60	621	679	11%	£59,294	£368	333	831	3016	2504	
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	64	19	0	5	88	63	7	7	8	63	79	19%	£14,027	£935	35	113	338	356	
WIZZ AIR	CDRL	2053	74	0	249	2375	70	395	64	356	479	89	47%	£318,497	£758	885	1784	7217	6231	
BRISTOL	CDRL	1	0	0	0	1	0	1	0	0	0	0	0%	£0	£0	1	1	1	1	
BRITISH AIRWAYS PLC	CDRL	2015	181	51	300	2547	200	390	1900	264	426	2500	84%	£1,751,542	£809	486	3076	2646	2885	
CATHAY PACIFIC AIRWAYS	CDRL	4	2	0	0	6	24	3	3	3	1	1	80%	£4,914	£819	3	10	5	4	
GATWICK	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	0	0	
HEATHROW	CDRL	6	0	1	4	11	0	45	2	0	0	2	100%	£870	£435	48	50	10	4	
MANCHESTER	CDRL	1	0	0	0	1	0	3	0	0	2	2	100%	£0	£0	3	5	2	4	
SAS	CDRL	24	4	2	1	31	70	3	18	2	1	2	95%	£15,476	£774	3	24	20	8	