

ADR entity name / PACT	Complaints Received in Period						Complaints Resolved in Period							Ongoing cases						
	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	6	0	0	0	4	10	397	0	0	0	1	0%	£0	£0	0	1	11	2		
AIR BALTIC	8	0	0	0	4	12	149	0	0	0	0	0%	£0	£0	1	1	27	16		
AIR CANADA	46	0	0	0	27	73	83	27	5	11	18	34	47%	£12,747	£797	52	86	248	234	
AIR CHINA	0	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	13	14	
AIR FRANCE / KLM	545	3	0	0	33	581	369	14	13	152	248	413	40%	£194,975	£1,182	97	510	1750	1666	14
AIR INDIA	-	-	-	-	0	-	-	-	-	-	0	-	-	-	0	0	17	17		
AIR MAURITIUS LTD	-	-	-	-	0	-	-	-	-	-	0	-	-	-	0	0	1	1		
AIR PORTUGAL	98	1	0	0	0	99	339	6	31	210	71	312	77%	£259,178	£1,075	19	331	527	754	26
ASIANA AIRLINES	3	0	0	0	1	4	58	0	0	0	0	0	0%	£0	£0	1	1	6	3	
DELTA AIRLINES	41	0	0	0	1	42	75	0	1	18	10	29	66%	£19,854	£1,045	15	44	123	125	2
EAST MIDLANDS INTERNATIONAL	0	0	0	0	0	0	0	1	0	0	2	2	0%	£0	£0	1	3	1	3	
EASYJET	1896	2	0	0	60	1998	134	31	42	145	2232	2419	8%	£182,212	£974	228	2647	7060	7724	
EGYPTAIR	39	1	0	0	7	47	425	1	14	2	11	14	21%	£2,459	£820	15	29	74	55	6
EMIRATES	-	-	-	-	0	-	-	-	-	-	0	-	-	-	0	0	62	62		
FLYBE LTD	0	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	443	444		
GARUDA INDONESIA	1	0	0	0	0	1	0	0	0	0	0	0	0%	£0	£0	1	1	2	2	
LONDON CITY	2	0	0	0	3	5	2	0	0	0	0	0	0%	£0	£0	2	2	5	2	
NORWEGIAN AIR UK LTD	-	-	-	-	0	-	-	-	-	-	0	-	-	-	0	0	855	855		
OMAN AIR	0	0	0	0	0	0	0	0	0	1	1	2	50%	£1,712	£1,712	2	4	27	31	17
ROYAL BRUNEI AIRLINES	1	0	0	0	0	1	60	0	0	1	1	2	50%	£1,260	£1,260	4	6	6	12	
RYANAIR	5104	7	0	0	115	5226	345	63	84	796	3371	4251	21%	£787,533	£895	610	4861	13394	13038	188
SOUTH AFRICAN AIRWAYS	0	0	0	0	0	0	0	1	0	0	0	0	0%	£0	£0	1	1	3	3	10
THY TURKISH AIRLINES	104	5	0	0	82	191	160	48	8	20	61	89	31%	£28,094	£1,003	96	185	455	403	
TUI AIRWAYS LTD	471	0	0	0	21	492	101	25	34	64	733	831	12%	£92,874	£948	114	945	2616	3048	6
VIRGIN ATLANTIC AIRWAYS LTD	64	2	0	0	1	67	45	7	10	18	75	103	27%	£20,622	£736	22	125	288	339	
WIZZ AIR	1862	2	0	0	240	2104	586	227	56	438	939	1433	34%	£520,932	£1,055	594	2027	7529	7226	
BRISTOL	1	0	0	0	0	1	0	15	0	0	0	0	0%	£0	£0	16	16	1	1	
BRITISH AIRWAYS PLC	2059	135	27	0	642	2863	181	439	2012	287	407	2706	85%	£1,729,535	£752	730	3436	2512	2646	
CATHAY PACIFIC AIRWAYS	6	2	1	0	0	9	30	2	5	1	2	8	75%	£5,013	£836	4	12	4	5	
GATWICK	0	0	0	0	0	0	0	16	0	0	0	0	0%	£0	£0	17	17	0	1	
HEATHROW	1	0	2	3	0	6	0	49	0	0	5	5	0%	£0	£0	53	58	7	10	
MANCHESTER	1	0	0	0	0	1	0	5	0	1	0	1	100%	£126	£126	5	6	2	2	
SAS	5	2	0	0	1	8	15	3	11	1	4	16	75%	£4,584	£382	7	23	7	19	
STANSTED	0	0	0	0	0	0	0	6	0	0	0	0	0%	£0	£0	6	6	0	0	
Total	10,291	23	-	599	10,913			451	285	1,876	7,774	9,935	22%	£2,124,451	£983	1,877	11,812	35,543	36,079	269
Total	2,073	139	30	646	2,888			535	2,028	290	418	2,736	85%	£1,739,258	£790	838	3,574	2,533	2,684	-
AEGEAN AIRLINES	2	3	0	0	5	30	0	5	4	0	9	9	56%	£0	£0	0	9	6	10	
AER LINGUS	28	0	0	0	28	26	5	33	42	75	42	75	44%	£0	£0	7	82	71	120	
AEROFLOT	2	0	0	0	2	0	0	0	1	1	1	1	0%	£0	£0	0	1	2	1	
AEROMEXICO	2	0	0	0	2	44	0	0	4	1	5	5	80%	£0	£0	0	5	2	5	
AIR ALBANIA	0	0	0	0	0	0	0	0	1	0	1	1	100%	£0	£0	0	1	1	2	
AIR ALGERIE	0	0	0	0	0	0	0	0	2	1	3	3	67%	£0	£0	1	4	1	5	
AIR ARABIA MAROC	1	1	0	0	2	138	0	0	0	1	1	1	0%	£0	£0	1	3	2	2	
AIR CHINA	1	0	0	0	1	7	0	0	0	0	0	0	0%	£0	£0	0	0	2	1	
AIR EUROPA	5	0	0	0	5	80	0	8	0	8	8	8	100%	£0	£0	8	4	7	7	
AIR FRANCE / KLM	0	0	1	0	1	0	0	0	0	0	0	0	0%	£0	£0	1	1	2	2	
AIR INDIA	6	0	0	0	6	20	1	6	3	9	9	9	67%	£0	£0	1	10	8	11	
AIR MAURITIUS LTD	0	0	0	0	0	0	0	0	2	1	3	3	67%	£0	£0	0	3	2	5	
AIR MOLDOVA INTERNATIONAL	2	0	0	0	2	0	0	0	0	5	5	5	0%	£0	£0	3	8	2	8	
AIR NEW ZEALAND LTD	0	0	0	0	0	0	0	0	0	1	1	1	0%	£0	£0	0	1	0	1	
AIR SERBIA	1	0	0	0	1	38	0	0	0	0	0	0	0%	£0	£0	0	0	1	0	
AIR TRANSAT	2	1	0	0	3	15	0	4	4	8	8	8	50%	£0	£0	1	9	6	12	
ALBA STAR	16	0	0	0	16	975	0	1	4	5	5	5	20%	£0	£0	0	5	22	11	
AMERICAN AIRLINES	13	0	0	0	13	12	0	17	6	6	23	74%	£0	£0	1	24	12	23		
AURIGNY AIR SERVICES	4	0	0	0	4	24	0	0	7	7	7	7	0%	£0	£0	0	7	8	11	
AUSTRIAN AIRLINES	1	0	0	0	1	8	0	0	0	0	0	0	0%	£0	£0	0	0	2	1	
AVIANCA COLOMBIA	2	0	0	0	2	46	0	0	6	6	6	6	0%	£0	£0	6	3	7	7	
AZERBAIJAN AIRLINES (AZAL)	0	0	0	0	0	0	0	0	1	1	1	1	0%	£0	£0	0	1	1	2	
BADR AIRLINES	1	0	0	0	1	0	0	0	0	0	0	0	0%	£0	£0	0	0	1	0	
BAMBOO AIRWAYS	1	0	0	0	1	76	0	0	1	1	1	1	0%	£0	£0	1	1	1	1	
BH AIR	1	0	0	0	1	21	0	0	4	4	4	4	0%	£0	£0	0	4	1	4	
BIMAN BANGLADESH AIRLINES	2	0	0	0	2	48	0	0	2	2	2	2	0%	£0	£0	2	5	5	5	
BLUE ISLANDS LIMITED	0	0	0	0	0	0	0	0	0	1	1	1	0%	£0	£0	0	1	1	2	
BRITISH AIRWAYS PLC	0	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	0	1	
BRUSSELS AIRLINES	0	0	0	0	0	0	0	0	0	2	2	2	0%	£0	£0	0	2	0	2	
CHINA EASTERN AIRLINES	-	-	-	-	0	-	-	-	-	-	0	-	-	-	-	-	1	1	1	

CHINA SOUTHERN	PACT	0	0	0	0	0	0	1	1	2	50%	0	2	0	2	
CONDOR	PACT	0	0	0	0	0	0	0	0	0	0%	1	1	0	1	
COPA AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
CORENDON AIRLINES	PACT	11	0	0	11	86	0	36	7	43	84%	2	45	23	57	
DAN AIR	PACT	1	0	0	1	369	0	0	2	2	0%	0	2	3	4	
EASTERN AIRWAYS	PACT	1	0	1	2	41	1	7	6	13	54%	1	14	5	17	
EASYJET	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
EDELWEISS AIR	PACT	1	0	0	1	30	0	0	3	3	0%	0	3	3	5	
EL AL	PACT	1	0	0	1	9	0	0	0	0	0%	0	0	1	0	
EMERALD AIRLINES	PACT	66	0	0	66	2321	1	143	21	164	87%	2	166	60	159	
EMIRATES	PACT	7	2	0	9	6	3	8	24	32	25%	5	37	25	50	
ENTER AIR	PACT	3	0	0	3	8	0	6	13	19	32%	0	19	1	17	
ETHIOPIAN AIRLINES	PACT	2	2	0	4	46	1	0	1	1	0%	1	2	11	8	
ETIHAD AIRWAYS	PACT	4	0	0	4	14	2	7	12	19	37%	1	22	10	26	
EVA AIR	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
FINNAIR	PACT	1	0	0	1	5	1	1	6	7	14%	1	8	3	9	
FLYADEAL	PACT	14	11	0	25	0	2	27	17	44	61%	6	50	31	54	
FLYONE	PACT	6	1	0	7	199	0	0	5	5	0%	1	6	8	9	
FREEBIRD AIRLINES	PACT	1	0	0	1	8	0	2	3	5	40%	2	7	1	7	
GULF AIR	PACT	10	2	0	12	94	0	10	14	24	42%	0	24	17	29	
HAHN AIR	PACT	-	-	-	0	-	-	-	-	0	-	-	-	-	-	
HAINAN AIRLINES	PACT	3	0	0	3	62	0	3	0	3	100%	1	4	2	3	
HISKY	PACT	1	0	0	1	130	0	0	1	1	0%	0	1	1	1	
IBERIA	PACT	6	1	0	7	27	0	24	7	31	77%	3	34	16	43	
ICELANDAIR	PACT	1	0	0	1	7	0	2	2	4	50%	0	4	3	6	
INDIGO AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
ISLES OF SCILLY SKYBUS	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	0	1	
ITA AIRWAYS	PACT	13	1	0	14	142	0	14	4	18	78%	1	19	13	18	
JAPAN AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	1	1	1	3	
JETZ.COM LTD	PACT	98	1	0	99	15	7	24	166	190	13%	14	204	86	186	
JETBLUE	PACT	1	0	0	1	9	0	0	1	1	0%	0	1	5	5	
KENYA AIRWAYS	PACT	4	1	0	5	82	0	15	2	17	88%	0	17	11	24	
KUWAIT AIRWAYS	PACT	10	0	0	10	87	0	3	1	4	75%	2	6	11	7	
LATAM AIRLINES BRASIL	PACT	1	0	0	1	14	0	5	1	6	83%	1	7	2	9	
LOGANAIR LTD	PACT	8	2	0	10	23	1	5	30	35	14%	2	37	29	56	
LOT-POLISH AIRLINES	PACT	5	0	0	5	53	0	3	3	6	50%	0	6	11	13	
LUFTHANSA	PACT	0	0	0	0	0	1	2	1	3	67%	2	5	2	6	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	0	1	0	1	11	0	7	1	8	88%	1	9	1	9	
MERIDIANA AIR	PACT	-	-	-	0	-	-	-	-	0	-	-	-	1	1	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	0	0	0	0	0	0	1	2	3	33%	0	3	0	3	
NORSE ATLANTIC	PACT	16	3	0	19	0	0	9	2	11	82%	0	11	19	11	
NORWEGIAN AIR SHUTTLE	PACT	18	2	0	20	78	1	26	18	44	59%	1	45	13	37	
NOUVEL AIR TUNISIE	PACT	3	0	0	3	209	0	0	9	9	0%	0	9	10	16	
PAKISTAN INTL AIRLINES	PACT	1	0	0	1	0	0	0	2	2	0%	0	2	1	2	
PEGASUS AIRLINES	PACT	8	1	0	9	26	0	4	9	13	31%	1	14	10	16	
PHILIPPINE AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
PLAY	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	2	3	
QANTAS	PACT	1	0	0	1	8	1	4	0	4	100%	0	4	7	6	
QATAR AIRWAYS	PACT	29	4	0	33	41	2	57	56	113	50%	8	121	77	163	
ROYAL AIR MAROC	PACT	7	2	0	9	148	0	0	20	20	0%	0	20	15	26	
ROYAL JORDANIAN	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
RWANDAIR	PACT	1	0	0	1	49	0	0	0	0	0%	0	0	2	2	
RYANAIR	PACT	0	1	0	0	0	0	1	0	1	100%	3	4	0	3	
SAUDI ARABIAN AIRLINES	PACT	14	11	0	25	88	2	27	17	44	61%	6	50	31	54	
SCOOT	PACT	0	0	0	0	0	0	0	2	2	0%	1	3	3	6	
SINGAPORE AIRLINES	PACT	6	1	0	7	23	0	10	5	15	67%	0	15	6	14	
SKY EXPRESS SA	PACT	0	0	0	0	0	0	1	3	4	25%	0	4	1	5	
SRI LANKAN AIRLINES	PACT	7	1	0	8	163	0	4	4	8	50%	1	9	17	18	
SUN EXPRESS DEUTSCHLAND	PACT	2	2	0	4	0	0	7	6	13	54%	1	14	7	17	
SWISS AIRLINES	PACT	1	0	0	1	2	0	1	0	1	100%	0	1	1	1	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
TAROM	PACT	1	0	0	1	53	0	0	1	1	0%	0	1	1	1	
THAI AIRWAYS INTERNATIONAL	PACT	0	1	0	1	10	0	2	10	12	17%	0	12	5	18	
THY TURKISH AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
TITAN AIRWAYS LTD	PACT	-	-	-	0	-	-	-	-	0	-	-	-	1	1	
TUNISAIR	PACT	3	0	0	3	156	0	1	2	3	33%	0	3	5	5	
UNITED AIRLINES	PACT	15	0	0	15	18	1	22	11	33	67%	2	35	17	37	
VIETNAM AIRLINES	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	2	3	
VISTARA	PACT	1	1	0	2	22	1	1	0	1	100%	1	2	8	7	
VUELING AIRLINES	PACT	46	3	0	49	54	1	66	26	92	72%	3	95	70	118	
WEST JET AIRLINES	PACT	8	0	0	8	59	0	5	3	8	63%	2	10	10	12	
WIDEROE FLYVESELSKAP A/S	PACT	0	0	0	0	0	0	0	2	2	0%	0	2	1	3	
KOREAN AIR	PACT	1	0	0	1	21	0	0	1	1	0%	0	1	0	0	
TIANJIN AIRLINES	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
WIZZ AIR	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
Total	PACT	562	63	2	-	627	37	0	690	673	1363	51%	103	1466	906	1724