

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 cases)	Total cases opened & rejected	Remedy awarded by Airline	Remedy awarded / Adjusted in favour of passenger	No remedy awarded / Adjusted 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 the Period	Open cases at the start of the Period	Overdue payments at the end of the Period				
																				Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation
AIR ASTANA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR BALIC	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR CANADA	36	6	0	0	8	50	106	34	0	11	15	26	42%	E9,032	E823	70	96	237	249				
AIR CHINA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR FRANCE / KLM	452	75	0	0	13	100	378	149	10	152	227	388	42%	E165,978	E1,026	363	63	1814	1758				
AIR INDIA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR MAURITIUS LTD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR PORTUGAL	59	0	0	0	4	71	299	19	0	52	50	102	51%	E59,247	E1,141	25	127	496	524				
ASIANA AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
DELTA AIRLINES	18	2	0	0	3	23	49	10	0	16	11	27	59%	E16,190	E1,012	25	5	105	124				
EAST MIDLANDS INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
EASYTEC	750	114	0	0	39	905	82	114	14	153	1838	2006	8%	E170,025	E1,018	360	2365	5732	7078				
EGYPTAIR	9	2	0	0	4	15	110	12	0	5	14	19	26%	E7,157	E1,439	33	52	41	72				
EMIRATES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
FLYBE LTD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
GARUDA INDONESIA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
LONDON CITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
NORWEGIAN AIR UK LTD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
OMAN AIR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
ROYAL BRUNEL AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
RITAN AIR	2160	597	0	0	6	2802	237	266	142	791	3088	4021	23%	E877,195	E840	910	4951	11661	13439				
SOUTH AFRICAN AIRWAYS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
THY TURKISH AIRLINES	84	18	0	0	26	128	178	167	12	16	52	80	35%	E33,408	E1,193	263	343	409	458				
TUI AIRWAYS LTD	240	24	0	0	5	268	139	32	10	61	524	625	11%	E70,477	E993	770	2154	2154	2623				
VIRGIN ATLANTIC AIRWAYS LTD	59	37	0	0	7	100	79	12	0	14	85	99	14%	E22,552	E1,611	202	139	297	291				
WIZZ AIR	1477	264	0	0	55	1796	642	590	38	425	787	1250	37%	E467,568	E1,010	911	2241	7689	7543				
BRISTOL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
BRITISH AIRWAYS PLC	1747	128	31	0	584	2496	174	330	1632	1916	2496	2114	86%	E1,462,483	E799	601	2719	2614	2719				
CATHAY PACIFIC AIRWAYS	7	0	0	0	0	7	291	2	3	3	0	6	100%	E3,293	E549	3	9	4	4				
GATWICK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
HEATHROW	2	0	0	0	0	2	91	16	0	0	0	0	0	0	0	0	0	0	0				
MANCHESTER	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0				
SAS	10	1	0	0	1	12	27	4	8	7	0	15	100%	E9,076	E605	4	19	4	7				
STANSTED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
<b>Total</b>	<b>5,347</b>	<b>1,147</b>	<b>32</b>	<b>215</b>	<b>6,709</b>	<b>151</b>	<b>1517</b>	<b>227</b>	<b>1,700</b>	<b>6,729</b>	<b>8,656</b>	<b>22%</b>	<b>E1,904,160</b>	<b>E988</b>	<b>3,144</b>	<b>11,800</b>	<b>32,081</b>	<b>35,648</b>	<b>64</b>				
<b>Total</b>	<b>1,768</b>	<b>129</b>	<b>32</b>	<b>587</b>	<b>2,516</b>	<b>401</b>	<b>1,643</b>	<b>207</b>	<b>295</b>	<b>2,145</b>	<b>86%</b>	<b>E1,474,052</b>	<b>E797</b>	<b>676</b>	<b>2,821</b>	<b>2,629</b>	<b>2,533</b>	<b>-</b>	<b>-</b>				
AEGEAN AIRLINES	1	1	0	0	2	15	0	0	5	0	5	100%	0	0	0	5	4	7	0				
AER LINGUS	21	1	0	0	22	22	0	0	53	23	76	70%	0	0	0	76	27	81	0				
AEROFLOT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AEROMEXICO	1	0	0	0	1	23	0	0	1	2	50%	0	0	0	0	2	1	2	0				
AIR ALBANIA	0	0	0	0	0	0	0	0	1	0	1	100%	0	0	0	1	0	1	0				
AIR ALGERIE	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR ARABIA MAROCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR CHINA	5	2	0	0	7	66	0	0	0	1	1	100%	0	0	0	1	0	1	0				
AIR DOLOMITI	1	0	0	0	1	3984	0	0	1	0	1	100%	0	0	0	1	0	1	0				
AIR EUROPA	1	1	0	0	2	34	0	0	1	2	50%	0	0	0	0	2	1	2	0				
AIR INDIA	17	0	0	0	17	53	3	0	6	2	8	75%	0	0	0	11	19	10	0				
AIR MAURITIUS LTD	3	0	0	0	3	67	0	0	1	1	2	50%	0	0	0	2	3	2	0				
AIR MOLDOVA INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR SERBIA	0	1	0	0	1	40	0	0	1	0	1	100%	0	0	0	1	1	1	0				
AIR TRANSAT	1	0	0	0	1	13	0	0	0	3	3	0%	0	0	0	3	4	6	0				
ALBA STAR	8	0	0	0	8	3490	0	0	3	205	21	13%	0	0	0	21	0	21	0				
ALL NIPPON AIRWAYS	1	0	0	0	1	80	0	0	0	0	0	0%	0	0	0	0	0	0	0				
AMERICAN AIRLINES	6	2	0	0	8	9	2	0	11	2	13	85%	0	0	0	19	9	18	0				
AURIGNY AIR SERVICES	2	0	0	0	2	15	0	0	1	6	7	14%	0	0	0	7	3	8	0				
AUSTRIAN AIRLINES	1	0	0	0	1	81	0	0	0	0	0	0%	0	0	0	0	0	0	0				
AVIANCA COLOMBIA	4	0	0	0	4	94	0	0	0	4	4	0%	0	0	0	4	3	3	0				
AZERBAIJAN AIRLINES (AZAL)	1	0	0	0	1	0	0	0	0	1	1	0%	0	0	0	1	0	1	0				
BADRI AIRLINES	1	0	0	0	1	0	0	0	0	0	0	0%	0	0	0	0	0	0	0				
BAMBOO AIRWAYS	6	0	0	0	6	4436	1	0	0	1	1	0%	0	0	0	1	2	7	2				
BH AIR	2	0	0	0	2	0	0	0	0	0	0	0%	0	0	0	0	0	0	0				
BIHAIN BANGLADESH AIRLINES	5	0	0	0	5	1075	0	0	0	0	0	0%	0	0	0	0	0	0	0				
BLUE ISLANDS LIMITED	1	0	0	0	1	12	0	0	1	0	1	100%	0	0	0	1	0	1	0				
BRITISH AIRWAYS PLC	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0	0				
BRUSSELS AIRLINES	0	1	0	0	1	7	0	0	0	0	0	0%	0	0	0	0	0	0	0				
BULGARIA AIR	0	0	0	0	0	136	0	0	0	0	0	0%	0	0	0	0	0	0	0				
CHINA EASTERN AIRLINES	0	1	0	0	1	11	0	0	0	0	0	0%	0	0	0	0	0	0	0				
CHINA SOUTHERN	2	1	0	0	3	35	0	0	0	1	1	0%	0	0	0	0	0	0	0				
CORENDON AIRLINES	21	0	0	0	21	5328	0	0	24	21	24	100%	0	0	0	24	26	26	0				
DAN AIR	1	0	0	0	1	478	0	0	0	2	2	0%	0	0	0	2	2	3	0				
EASTERN AIRWAYS	3	0	0	0	3	72	0	0	2	3	5	40%	0	0	0	5	4	6	0				
EDELWEISS AIR	1	0	0	0	1	79	0	0	1	1	1	100%	0	0	0	1	0	1	0				
EL AL	9	0	0	0	9	91	0																