

ADR entry name / airline / airport 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 passenger cases)	Total cases opened & rejected	Remedy Settled by Airline	Remedy awarded Adjudicated in favour of airline/airport	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 the START of Period	Overdue cases at the end of the end of Period				
																				261	others	1107	opened
AIR ASTANA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR BALTIK	3	1	0	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR CANADA	54	22	0	32	108	218	9	0	6	23	29	21%	€6,649	€1,108	36	65	289	237	0				
AIR CHINA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR FRANCE / KLM	341	177	0	118	637	4091	16	25	394	366	785	53%	€415,454	€992	218	1032	1472	1822	46				
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	39	21	0	12	72	295	5	6	22	52	81	35%	€28,898	€1,022	20	101	474	498	3				
ASIANA AIRLINES	0	0	0	0	0	0	0	0	0	0	0	100%	€703	€703	3	4	1	1	0				
DELTA AIRLINES	11	2	0	15	28	46	5	4	2	15	21	29%	€5,753	€959	42	63	77	107	1				
EASJET	901	152	0	105	1156	1100	46	26	143	1232	1401	12%	€139,798	€827	455	1856	5100	5752	18				
EAST MIDLANDS INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
EGYPTAIR	12	9	0	22	43	210	4	0	1	18	19	29%	€831	€831	29	48	47	48	9				
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	2	2	0	0	0	0	0	0	0%	€0	€0	3	3	2	2	0				
HUMBERSIDE	0	0	0	1	1	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0				
LONDON CITY	0	0	0	2	2	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 BRUNEI AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0				
RYANAIR	1663	547	0	224	2434	208	74	105	895	3079	4079	25%	€932,148	€92	464	4543	9651	11686	47				
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	96	22	0	120	288	227	28	27	36	63	122	55%	€48,780	€774	150	276	407	413	6				
TUI AIRWAYS LTD	408	35	0	20	493	276	9	9	431	489	431	30%	€48,160	€863	131	632	2008	2170	1				
VIRGIN ATLANTIC AIRWAYS LTD	53	42	0	7	102	79	7	0	9	89	98	9%	€10,174	€1,130	20	118	279	288	0				
WIZZ AIR	1250	240	0	547	2037	577	58	40	461	832	1324	38%	€469,069	€936	568	1892	7886	7695	12				
BRISTOL	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0				
BRITISH AIRWAYS PLC	831	190	3	572	1596	981	200	1102	191	328	1621	80%	€1,306,311	€1,010	405	2026	2383	2613	0				
CATHAY PACIFIC AIRWAYS	7	0	0	3	11	33	0	3	2	2	7	71%	€4,197	€839	2	9	6	4	0				
GATWICK	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0				
HEATHROW	2	0	0	19	21	0	0	1	2	0	3	100%	€2,150	€717	23	26	2	5	0				
MANCHESTER	0	0	1	4	5	0	0	0	1	2	3	33%	€150	€150	4	7	1	3	0				
SAS	9	7	0	7	18	32	2	6	0	2	8	75%	€39,563	€6,594	7	15	8	4	0				
STANSTED	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0				
<b>Total</b>	<b>4,831</b>	<b>1,271</b>	<b>4</b>	<b>1,267</b>	<b>7,869</b>	<b>205</b>	<b>265</b>	<b>242</b>	<b>2,013</b>	<b>6,200</b>	<b>8,455</b>	<b>27%</b>	<b>€2,108,265</b>	<b>€935</b>	<b>2,154</b>	<b>10,609</b>	<b>29,192</b>	<b>32,167</b>	<b>153</b>				
<b>ADR</b>	<b>949</b>	<b>158</b>	<b>4</b>	<b>620</b>	<b>1,666</b>	<b>205</b>	<b>265</b>	<b>1,112</b>	<b>1,196</b>	<b>3,342</b>	<b>1,642</b>	<b>80%</b>	<b>€1,352,371</b>	<b>€1,034</b>	<b>455</b>	<b>2,997</b>	<b>2,401</b>	<b>2,629</b>	<b>0</b>				