

Airline / Airport Name	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 passengers	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 awarded	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	0	0	0	0	0	2	0	0	0	0	0	0	0	2	1	1	1	
AIR BALTIC	CDRL	6	0	0	4	10	124	2	0	2	2	4	50%	£883	£442	5	9	18	15	
AIR CANADA	CDRL	31	4	0	11	46	75	27	9	14	32	55	42%	£15,175	£660	57	112	248	287	
AIR FRANCE / KLM	CDRL	385	77	0	87	549	307	93	10	129	350	489	28%	£79,435	£571	166	655	1393	1406	27
AIR PORTUGAL	CDRL	33	6	0	5	44	134	9	0	23	47	70	33%	£9,508	£413	27	97	400	444	1
ASIANA AIRLINES	CDRL	1	0	0	0	1	22	6	0	0	0	0	0%	£0	£0	7	7	1	1	1
DELTA AIRLINES	CDRL	21	0	0	5	26	46	14	1	0	13	14	7%	£2,037	£2,037	18	32	80	72	1
EAST MIDLANDS INTERNATIONAL	CDRL	-	-	-	-	0	-	-	-	-	-	0	-	-	-	0	0	1	1	-
EASYJET	CDRL	2697	68	0	188	2953	206	229	12	248	787	1047	25%	£155,468	£598	336	1383	6924	5125	29
EGYPTAIR	CDRL	21	7	0	17	45	242	18	0	1	12	13	8%	£801	£801	29	42	68	47	5
FLYBE LTD	CDRL	-	-	-	-	0	-	-	-	-	-	0	-	-	-	0	0	214	214	-
GARUDA INDONESIA	CDRL	0	0	0	4	4	0	4	0	0	0	0	0%	£0	£0	4	4	5	1	-
HUMBERSIDE	CDRL	0	0	0	0	0	0	2	0	0	0	0	0%	£0	£0	3	3	0	1	-
LONDON CITY	CDRL	0	0	0	4	4	0	6	0	0	0	0	0%	£0	£0	9	9	4	3	-
NORWEGIAN AIR UK LTD	CDRL	-	-	-	-	0	-	-	-	-	-	0	-	-	-	0	0	26	26	-
OMAN AIR	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	23	24	8
ROYAL BRUNEI AIRLINES	CDRL	0	1	0	2	3	69	2	0	1	0	1	100%	£946	£946	3	4	6	5	-
RYANAIR	CDRL	2806	164	0	270	3240	201	238	63	732	2187	2982	27%	£435,173	£547	425	3407	9877	9806	63
SOUTH AFRICAN AIRWAYS	CDRL	-	-	-	-	0	-	-	-	-	-	0	-	-	-	0	0	2	2	5
THY TURKISH AIRLINES	CDRL	148	14	0	92	254	290	82	10	46	43	99	57%	£35,058	£626	119	218	509	391	7
TUI AIRWAYS LTD	CDRL	1293	10	0	98	1401	378	95	27	125	396	548	28%	£107,393	£707	204	752	2853	2109	2
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	96	8	0	35	139	72	13	6	20	48	74	35%	£17,043	£656	21	95	320	263	-
WIZZ AIR	CDRL	2784	49	1	362	3196	971	617	29	266	1037	1332	22%	£162,176	£550	771	2103	9573	7863	19
BRISTOL	CDRL	1	0	2	0	3	1	16	0	0	0	0	0%	£0	£0	16	16	3	0	-
BRITISH AIRWAYS PLC	CDRL	1246	127	114	765	2252	125	283	833	229	440	1502	71%	£912,769	£859	492	1994	2908	2367	-
CATHAY PACIFIC AIRWAYS	CDRL	4	0	0	0	4	16	3	1	4	2	7	71%	£2,736	£547	4	11	2	6	-
GATWICK	CDRL	0	0	1	2	3	0	23	0	0	0	0	0%	£0	£0	24	24	3	1	-
HEATHROW	CDRL	1	0	1	2	4	17	1	0	1	2	2	50%	£500	£500	17	19	4	2	-
MANCHESTER	CDRL	0	0	0	1	1	6	6	0	1	0	1	100%	£130	£130	6	7	1	1	-
SAS	CDRL	14	2	0	0	16	35	1	5	2	3	10	70%	£2,195	£314	3	13	12	8	-
STANSTED	CDRL	1	0	0	0	1	0	4	0	0	0	0	0%	£0	£0	4	4	1	0	-
Total	CDRL	10,322	408	1	1,184	11,915	1459	167	1,607	4,954	6,728	26%	£1,021,096	£576	2207	8935	32546	28107	167	
Total	CDRL	1,267	129	118	770	2,284	353	840	236	446	1,522	71%	£918,330	£853	566	2934	2385	0		
AEGEAN AIRLINES	PACT	2	1	0	0	3	22	2	2	2	1	3	67%	£0	£0	2	5	4	4	-
AER LINGUS	PACT	27	1	0	0	28	26	5	15	9	24	4	63%	£0	£0	6	30	28	24	-
AEROFLOT	PACT	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	0	1	-
AEROLINEAS ARGENTINAS	PACT	0	0	0	0	0	0	0	0	1	1	1	0%	£0	£0	1	1	0	1	-
AEROMEXICO	PACT	0	0	0	0	0	1	1	1	0	1	1	100%	£0	£0	1	2	0	1	-
AIR ALGERIE	PACT	0	0	0	0	0	0	0	0	1	1	1	0%	£0	£0	1	1	0	1	-
AIR ARABIA MAROC	PACT	0	0	0	0	0	0	0	0	3	3	0	0%	£0	£0	3	1	4	1	-
AIR ASIA	PACT	0	0	0	0	0	0	1	0	0	0	0	0%	£0	£0	1	1	0	0	-
AIR CHINA	PACT	3	0	0	0	3	18	2	1	4	5	4	20%	£0	£0	2	7	6	8	-
AIR EUROPA	PACT	0	1	0	0	1	15	0	4	0	4	4	100%	£0	£0	1	4	1	4	-
AIR FRANCE / KLM	PACT	0	0	0	0	0	0	2	0	0	1	1	0%	£0	£0	2	3	0	0	-
AIR INDIA	PACT	29	2	0	31	97	97	5	22	5	27	4	81%	£0	£0	5	32	40	36	-
AIR MALTA	PACT	0	0	0	0	0	0	1	2	0	2	2	100%	£0	£0	2	4	0	3	-
AIR MAURITIUS LTD	PACT	14	1	0	15	383	2	15	8	23	8	23	65%	£0	£0	25	16	24	24	-
AIR NEW ZEALAND LTD	PACT	0	0	0	0	0	0	2	0	0	0	0	0%	£0	£0	2	0	0	0	-
AIR PORTUGAL	PACT	0	0	0	0	0	0	1	0	0	0	0	0%	£0	£0	1	1	0	0	-
AIR SERBIA	PACT	1	0	0	1	37	0	0	1	0	1	1	100%	£0	£0	1	1	1	1	-
AIR TRANSAT	PACT	2	1	0	0	3	25	1	0	2	2	2	0%	£0	£0	3	3	3	2	-
AJET	PACT	5	2	0	0	7	114	1	0	1	1	1	0%	£0	£0	2	7	1	1	-
ALBA STAR	PACT	5	0	0	0	5	586	0	1	7	8	8	13%	£0	£0	8	6	9	9	-
ALBAWINGS	PACT	0	0	0	0	0	0	0	0	1	1	1	0%	£0	£0	1	1	0	1	-
AMERICAN AIRLINES	PACT	17	1	0	0	18	17	2	16	3	19	4	84%	£0	£0	2	21	20	21	-
AURIGNY AIR SERVICES	PACT	0	0	0	0	0	0	1	2	2	4	4	50%	£0	£0	1	5	4	8	-
AVIANCA COLOMBIA	PACT	1	0	0	0	1	23	3	0	5	5	5	0%	£0	£0	3	8	2	6	-
AZERBAIJAN AIRLINES (AZAL)	PACT	-	-	-	-	0	-	-	-	-	-	-	-	-	-	-	-	1	1	-
BAMBOO AIRWAYS	PACT	1	0	0	0	1	0	0	0	4	4	4	0%	£0	£0	4	3	6	6	-
BEIJING CAPITAL AIRLINES	PACT	1	0	0	1	119	0	0	0	0	0	0	0%	£0	£0	0	0	1	0	-
BH AIR	PACT	1	0	0	1	60	1	1	0	0	0	0	0%	£0	£0	1	1	2	1	-
BIMAN BANGLADESH AIRLINES	PACT	1	0	0	0	24	0	0	0	5	5	5	0%	£0	£0	5	2	6	6	-
BIRMINGHAM	PACT	0	0	0	0	0	0	0	2	2	2	2	0%	£0	£0	0	2	0	2	-
BLUE ISLANDS LIMITED	PACT	5	1	0	0	6	61	2	3	0	3	3	100%	£0	£0	3	6	4	2	-
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	0	6	0	0	0	0	0%	£0	£0	6	6	0	0	-
BRUSSELS AIRLINES	PACT	0	0	0	0	0	0	0	1	0	1	1	100%	£0	£0	1	1	0	1	-

CHINA EASTERN AIRLINES	PACT	3	0	0	3	29	2	0	4	4	0%	2	6	3	4
CHINA SOUTHERN	PACT	2	0	0	2	17	1	1	2	3	33%	1	4	4	5
CORENDON AIRLINES	PACT	11	0	0	11	107	0	9	3	12	75%	0	12	6	7
CROATIA AIRLINES	PACT	1	0	0	1	67	0	1	1	2	50%	0	2	1	2
EASTERN AIRWAYS	PACT	14	0	0	14	368	2	17	0	17	100%	2	19	4	7
EASVJET	PACT	0	0	0	0	0	7	0	0	0	0%	8	8	0	1
EDELWEISS AIR	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	0
EDINBURGH	PACT	-	-	-	0	-	-	-	-	0	-	-	-	1	1
EL AL	PACT	3	0	0	3	24	1	5	0	5	100%	1	6	1	3
EMERALD AIRLINES	PACT	33	0	0	33	1190	2	43	18	61	70%	2	63	35	63
EMIRATES	PACT	22	9	1	32	25	5	9	11	20	45%	7	27	42	30
ENTER AIR	PACT	0	0	0	0	0	0	2	1	3	67%	0	3	0	2
ETHIOPIAN AIRLINES	PACT	1	2	0	3	33	0	1	7	8	13%	0	8	9	14
ETIHAD AIRWAYS	PACT	5	0	0	5	16	3	1	5	6	17%	5	11	7	10
EVA AIR	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	0	1
FINNAIR	PACT	2	0	0	2	12	1	0	0	0	0%	1	1	5	2
FLYADEAL	PACT	12	5	0	17	0	5	18	3	21	86%	6	27	25	29
FLYDUBAI	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
FLYONE	PACT	1	0	0	1	44	0	0	1	1	0%	0	1	1	1
FREEBIRD AIRLINES	PACT	2	0	0	2	58	1	0	0	0	0%	1	1	2	0
GULF AIR	PACT	4	3	0	7	60	4	4	7	11	36%	4	15	12	16
HAINAN AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	2	3
HISKY	PACT	1	0	0	1	59	1	0	1	1	0%	2	3	1	2
IBERIA	PACT	11	2	0	13	39	6	15	2	17	88%	10	27	9	17
ICELANDAIR	PACT	2	0	0	2	16	1	1	0	1	100%	1	2	1	0
ITA AIRWAYS	PACT	5	4	0	9	84	3	6	3	9	67%	4	13	7	8
JET2.COM LTD	PACT	122	2	0	124	21	16	15	39	54	28%	17	71	113	42
JETBLUE	PACT	2	0	0	2	18	2	2	0	2	100%	2	4	1	1
JETSTAR	PACT	0	1	0	1	117	0	0	0	0	0%	0	0	1	0
KENYA AIRWAYS	PACT	5	2	0	7	179	2	9	2	11	82%	3	14	7	12
KOREAN AIR	PACT	2	0	0	2	45	0	1	0	1	100%	0	1	2	1
KUWAIT AIRWAYS	PACT	3	1	0	4	47	0	3	1	4	75%	0	4	2	2
LATAM AIRLINES BRASIL	PACT	2	0	0	2	29	0	2	1	3	67%	0	3	1	2
LOGANAIR LTD	PACT	8	0	0	8	22	1	7	5	12	58%	1	13	9	13
LOT-POLISH AIRLINES	PACT	6	0	0	6	75	0	1	4	5	20%	0	5	6	5
LUFTHANSA	PACT	2	0	0	2	2	2	2	1	3	67%	2	5	7	8
LUXAIR	PACT	1	0	0	1	20	0	1	0	1	100%	1	2	3	4
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	7	1	0	8	90	7	3	0	3	100%	7	10	8	3
MALETH AERO	PACT	56	0	0	56	0	0	0	224	224	0%	1	225	95	266
NORSE ATLANTIC	PACT	53	2	0	55	0	2	51	4	55	93%	4	59	40	43
NORWEGIAN AIR SHUTTLE	PACT	20	1	1	22	87	3	13	2	15	87%	5	20	15	9
NOUVEL AIR TUNISIE	PACT	2	0	0	2	157	1	0	4	4	0%	1	5	5	7
OLYMPIC AIRWAYS	PACT	1	0	0	1	0	0	0	0	0	0%	0	0	1	0
OMAN AIR	PACT	0	1	0	1	31	0	0	0	0	0%	0	0	2	1
PEGASUS AIRLINES	PACT	33	2	0	35	112	2	16	8	24	67%	2	26	29	18
PLAY	PACT	2	0	0	2	60	0	3	0	3	100%	1	4	2	4
QANTAS	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
QATAR AIRWAYS	PACT	47	2	0	49	62	14	29	34	63	46%	17	80	58	75
ROYAL AIR MAROC	PACT	9	8	0	17	320	2	0	25	25	0%	2	27	22	30
ROYAL JORDANIAN	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
RWANDAIR	PACT	4	0	0	4	152	0	2	2	4	50%	0	4	5	5
RYANAIR	PACT	0	0	0	0	0	4	0	0	0	0%	7	7	0	1
SAUDI ARABIAN AIRLINES	PACT	12	5	0	17	70	5	18	3	21	86%	6	27	25	29
SHENZHEN AIRLINES	PACT	1	0	0	1	43	0	0	0	0	0%	0	0	1	0
SINGAPORE AIRLINES	PACT	3	0	0	3	11	5	1	0	1	100%	5	6	4	2
SKY EXPRESS SA	PACT	1	0	0	1	42	1	1	0	1	100%	1	2	2	2
SRILANKAN AIRLINES	PACT	12	0	0	12	264	1	9	9	18	50%	3	21	14	22
SUN EXPRESS DEUTSCHLAND	PACT	16	0	0	16	0	2	0	0	0	0%	2	2	17	1
SWISS AIRLINES	PACT	1	0	0	1	3	0	1	0	1	100%	0	1	2	2
TAROM	PACT	2	0	0	2	129	0	0	2	2	0%	0	2	2	2
THAI AIRWAYS INTERNATIONAL	PACT	0	1	0	1	11	1	1	1	2	50%	1	3	2	2
THY TURKISH AIRLINES	PACT	0	0	0	0	0	1	0	0	0	0%	2	2	0	1
TIANJIN AIRLINES	PACT	1	0	0	1	61	0	0	0	0	0%	0	0	2	1
TUI AIRWAYS LTD	PACT	0	0	0	0	0	3	0	0	0	0%	4	4	0	1
TUNISAIR	PACT	2	0	0	2	118	0	1	3	4	25%	0	4	5	7
UNITED AIRLINES	PACT	17	0	0	17	24	2	4	6	10	40%	3	13	17	11
VIETNAM AIRLINES	PACT	1	0	0	1	0	0	1	3	4	25%	0	4	1	4
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0	0	0	0	0	0	0	0%	1	1	0	1
VISTARA	PACT	6	0	0	6	116	0	0	4	4	0%	0	4	13	11
VOLOTEA	PACT	2	0	0	2	266	0	0	1	1	0%	0	1	4	3
VUELING AIRLINES	PACT	50	2	0	52	55	4	22	12	34	65%	5	39	42	24
WEST JET AIRLINES	PACT	3	0	0	3	28	2	2	0	2	100%	2	4	4	3
WIZZ AIR	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
WOW AIR	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
Total	PACT	767	67	2	-	836	172	0	441	539	45%	211	1191	921	1091