

ADR entry name / Airline / Airport Name	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases		
	Complaints received Reg 201	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation	Total Cases opened	Complaints closed million [max]	Total cases opened & rejected	Remedy awarded - Settled by Airline	Remedy awarded - Adjudicated favour of passenger	No remedy awarded - Adjudicated in favour of airline/airport	Total Cases Judged	Uphold rate for consumers	Total awarded	Average award £000	Cases rejected or discussed	Total Cases Closed	Open cases at the end of Period	Open cases at START of Period	Overdue payments at the end of the Period				
																				Complaints received Reg 201	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation
AIRASTANA	CDRL	2	1	0	2	0	2	0	0	0	0	0	0	0	0	2	2	0	1				
AIR BALTIK	CDRL	8	1	0	2	11	148	4	0	2	3	40	£1,818	£909	0	13	20	18					
AIR CANADA	CDRL	33	7	0	11	51	74	9	4	3	11	18	£3,453	£493	3	55	238	248					
AIR FRANCE / ALM	CDRL	239	145	0	80	464	242	51	7	68	119	39	£42,758	£570	150	344	1563	1392					
AIR PORTUGAL	CDRL	33	12	0	8	51	145	8	4	10	19	33	£5,440	£389	28	61	393	395					
ASIANA AIRLINES	CDRL	1	1	0	0	2	38	2	0	1	0	100	£485	£485	1	3	2	1					
DELTA AIRLINES	CDRL	4	17	4	0	25	82	19	1	1	7	22	£2,944	£1,472	25	34	90	80					
EASJET	CDRL	1686	239	0	69	1994	128	221	29	165	1016	1210	£111,054	£572	753	1963	7148	6886					
EAST MIDLANDS INTERNATIONAL	CDRL	-	-	-	-	0	0	0	0	0	0	-	-	-	0	0	0	0					
EGYPTAIR	CDRL	17	17	0	16	50	276	7	1	5	15	19	£3,752	£625	27	46	79	68					
FLYBELTD	CDRL	-	-	-	-	0	0	0	0	0	0	-	-	-	0	0	0	0					
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	£0	£0	4	4	1	5					
HUMBERSIDE	CDRL	0	0	0	0	0	0	0	0	0	0	0	£0	£0	1	1	0	0					
LONDON CITY	CDRL	0	0	0	0	0	0	0	0	0	0	0	£0	£0	17	17	0	5					
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	£0	£0	0	0	0	0					
OMAN AIR	CDRL	0	0	0	0	0	0	0	0	0	0	0	£0	£0	1	22	23	2					
ROYAL BRUNEI AIRLINES	CDRL	2	1	0	3	6	190	2	0	0	1	0	£0	£0	4	5	0	6					
RYANAIR	CDRL	1791	495	0	91	2377	148	216	31	384	1087	1500	£226,073	£549	950	2455	1004	986					
SOUTH AFRICAN AIRWAYS	CDRL	-	-	-	-	0	0	0	0	0	0	-	-	-	0	0	0	0					
THY TURKISH AIRLINES	CDRL	121	39	0	92	252	62	11	21	44	76	42	£22,324	£698	166	245	579	510					
TUI AIRWAYS LTD	CDRL	468	28	0	43	539	101	95	35	113	579	727	£91,776	£600	362	1109	2381	2866					
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	105	50	0	8	163	191	11	12	13	24	45	£20,009	£600	94	143	357	221					
WIZZ AIR	CDRL	3013	348	0	218	3579	1092	699	54	621	377	1052	£376,529	£558	1248	2295	1153	9570					
BRISTOL	CEDR	2	0	0	0	2	1	20	0	1	2	3	£100	£100	20	2	2	3					
BRITISH AIRWAYS PLC	CEDR	2554	323	19	303	3196	223	473	2283	226	324	2832	£1,487,192	£593	807	3640	2939	2907					
CATHAY PACIFIC AIRWAYS	CEDR	6	1	0	0	6	1	25	0	4	2	1	£86	£120	£500	1	6	1					
GATWICK	CEDR	0	1	0	1	2	0	16	1	0	0	1	£300	£300	19	19	1	3					
HEATHROW	CEDR	0	0	0	1	1	0	31	1	0	1	2	£800	£800	33	35	1	4					
MANCHESTER	CEDR	0	0	0	0	0	0	3	0	0	0	0	£0	£0	4	4	0	1					
SAS	CEDR	2	2	0	0	11	24	1	5	7	17	59	£4,022	£52	5	18	18	12					
STANSTED	CEDR	0	1	0	0	0	0	3	0	0	0	0	£0	£0	3	3	0	1					
Total	CDRL	7,536	1,388	-	645	9,569	-	1421	189	1,407	3,300	4,896	32%	£508,415	£569	3900	8796	3466	32468				
	CEDR	2,371	328	19	306	3,223	-	547	2,284	234	395	2,863	88%	£1,495,534	£592	887	3750	2963	2933				
AEGEAN AIRLINES	PACT	9	0	0	0	9	59	1	3	1	4	75	£14	£14	5	14	9	9					
AER LINGUS	PACT	27	5	1	0	33	281	9	0	28	62	34	£21	£21	10	44	52	53					
AIR CANARIAS ARGENTINAS	PACT	0	0	0	0	0	0	0	0	0	0	0	£0	£0	1	1	0	0					
AIR ARABIA MAROC	PACT	0	1	0	0	1	95	0	0	0	0	0	£0	£0	0	0	0	0					
AIR CHINA	PACT	1	0	0	0	1	5	1	0	6	6	6	£6	£6	1	7	3	8					
AIR COLDIMET	PACT	1	0	0	0	1	26	0	0	0	0	0	£0	£0	0	4	1	1					
AIR EUROPA	PACT	1	0	0	0	1	82	0	3	1	4	75	£3	£3	0	4	0	0					
AIR INDIA	PACT	20	0	0	0	20	58	3	17	30	47	36	£47	£36	4	51	23	52					
AIR MAURITIUS LTD	PACT	7	0	0	0	7	144	1	16	2	18	89	£14	£14	1	19	3	3					
AIR MACE	PACT	3	0	0	0	3	77	0	0	0	0	0	£0	£0	0	0	0	0					
AIR PORTUGAL	PACT	0	0	0	0	0	0	1	0	0	0	0	£0	£0	1	1	0	0					
AIR SERBIA	PACT	2	0	0	0	2	89	0	0	1	1	1	£1	£1	0	1	0	1					
AIR TRANSAT	PACT	2	0	1	0	3	15	1	0	1	1	1	£1	£1	1	2	0	3					
AET	PACT	6	1	0	0	7	96	0	0	0	0	0	£0	£0	0	12	12	12					
ALBASTAR	PACT	2	0	0	0	2	125	1	5	0	5	100	£100	£100	6	6	8	11					
ALL NIPPON AIRWAYS	PACT	0	0	0	0	0	0	1	0	0	0	0	£0	£0	2	2	0	1					
AMERICAN AIRLINES	PACT	18	0	0	0	18	18	4	4	10	14	29	£48	£48	8	22	35	37					
ATLANTIC AIRWAYS	PACT	2	0	0	0	2	224	0	0	0	0	0	£0	£0	0	0	0	0					
AURIGNO AIR SERVICES	PACT	6	0	0	0	6	38	2	0	3	3	3	£3	£3	6	10	11	11					
AVIANCA COLOMBIA	PACT	0	1	0	0	1	21	1	0	3	3	0	£0	£0	2	5	5	5					
AZERBAIJAN AIRLINES (AZAL)	PACT	1	0	0	0	1	42	0	0	0	0	0	£0	£0	0	0	4	3					
BAMBOO AIRWAYS	PACT	0	0	0	0	0	0	0	0	0	0	0	£0	£0	0	0	0	0					
BEIJING CAPITAL AIRLINES	PACT	0	0	0	0	0	0	0	0	1	1	0	£0	£0	0	1	0	1					
BH AIR	PACT	0	0	0	0	0	0	0	0	0	0	0	£0	£0	0	0	1	2					
BIRMAN BANGLADESH AIRLINES	PACT	0	0	0	0	0	0	0	0	0	0	0	£0	£0	2	2	0	2					
BLUE AIR	PACT	1	0	0	0	1	0	0	0	0	0	0	£0	£0	0	0	0	0					
BLUE ISLANDS LIMITED	PACT	0	0	0	0	0	0	1	3	0	3	100	£3	£3	4	7	1	5					
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	0	2	0	0	0	0	£0	£0	2	2	0	0					
BRUSSELS AIRLINES	PACT	0	0	0	0	0	0	1	0	0	0	0	£0	£0	1	1	0	1					
CHINA EASTERN AIRLINES	PACT	0	0	0	0	0	0	1	0	3	3	0	£0	£0	1	4	1	4					
CHINA SOUTHERN	PACT	2	0	0	0	2	13	0	0	3	3	0	£0	£0	1	4	2	4					
CORENDON AIRLINES	PACT	4	0	0	0	4	31	1	8	0	8	100	£100	£100	9	9	4	8					
CROATIA AIRLINES	PACT	0	0	0	0	0	0	0	0	0	0	0	£0	£0	0	0	0	0					
DAN AIR	PACT	6	0	0	0	6	328	0	0	2	2	0	£0	£0	2	2	0	2					
EASTERN AIRWAYS	PACT	12	0	0	0	12	257	1	12	1	13	92	£14	£14	9	10	9	11					
EASJET	PACT	0	0	0	0	0	0	1	0	0	0	0	£0	£0	2	2	0	1					
EL AL	PACT	4	4	0	0	4	29	0	4	4	8	100	£4	£4	5	5	7	7					
EMERALD AIRLINES	PACT	6	0	0	0	6	193	2	27	8	35	77	£77	£77	5	10	10	5					
EMIRATES	PACT	19	4	1	0	24	15	3	19	9	30	70	£70	£70	39	51	48	64					
ETHIOPIAN AIRLINES	PACT	4	2	0	0	6	55	1	1	6	7	14	£14	£14	2	9	9	11					
ETIHAD AIRWAYS	PACT	21	0																				