

Airline / Airport Name	ADR entitname/PACT	Complaintsreceived Reg261	Complaintsreceived'others'	Complaintsreceived Reg1107	Remedyawarded(complaintsdecided in qtr)	No remedyawarded	Complaints permillion pax	Totalawarded	Averageaward	Uphold rateforconsumers
AIR CANADA	CDRL	61	1		3	8	215	1,069	356	27
AIR CHINA	CDRL	19	2			10	284			
AIR FRANCE / KLM	CDRL	634	9		85	195	525	51,378	604	30
AIR MAURITIUS LTD	CDRL	13				1	790			
AIR PORTUGAL	CDRL	224	8		43	79	1,239	30,230	703	35
ASIANA AIRLINES	CDRL	1					40			
CITY JET	CDRL	2					13,158			
DELTA AIRLINES	CDRL	30			1	8	146	508	508	11
EASYJET UK LTD	CDRL	3,835	15		370	597	486	169,081	457	38
EGYPT AIR	CDRL	9			2	10	145	938	469	17
GARUDA INDONESIA	CDRL	5			1		1,203	480	480	100
NORWEGIAN AIR UK LTD	CDRL	90			175	257	103	118,267	676	41
OMAN AIR	CDRL	81	2		3	12	811	3,592	1,197	20
ROYAL BRUNEI AIRLINES	CDRL	2				2	76			
SOUTH AFRICAN AIRWAYS	CDRL	8				5	291			
THY TURKISH AIRLINES	CDRL	178	7		28	52	611	16,870	625	35
TUI AIRWAYS LTD	CDRL	2,130	4		89	274	1,639	81,255	913	25
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	270	6		27	97	257	23,207	860	22
WIZZ AIR	CDRL	873	19		192	242	501	98,735	514	44
BRITISH AIRWAYS PLC	CEDR	488	18	17	276	211	60	203,482	737	57
HEATHROW	CEDR	1				1	0			
AEGEAN AIRLINES	PACT	7				2	86			
AER LINGUS	PACT	12			20	7	16			74
AEROFLOT	PACT	3			1		34			100
AIR ARABIA MAROC	PACT	4			1	1	302			50
AIR CORSICA	PACT				1	1				50
AIR EUROPA	PACT	10					215			
AIR INDIA	PACT	19			22	6	87			79
AIR MALTA	PACT	1					18			
AIR SERBIA	PACT				1					100
AIR TRANSAT	PACT	70			7		1,459			100
ALBA STAR	PACT					1				
ALITALIA (CAI)	PACT	5			15	1	43			94
AMERICAN AIRLINES	PACT	2			6	8	4			43
AURIGNY AIR SERVICES	PACT	4					45			
AUSTRIAN AIRLINES	PACT					2				
AVIANCA COLOMBIA	PACT	2					58			
BLUE AIR	PACT	2			3		23			100
BLUE ISLANDS LIMITED	PACT	2			1	1	72			50
BRITISH AIRWAYS PLC	PACT	2		1			0			
BRUSSELS AIRLINES	PACT				3	1				75
CATHAY PACIFIC AIRWAYS	PACT	1		1		2	10			
CHINA EASTERN AIRLINES	PACT	1					26			
CHINA SOUTHERN	PACT	1			2		36			100
EASTERN AIRWAYS	PACT	1				1	40			
EMIRATES	PACT	25			2	2	20			50
ENTER AIR	PACT	4			7	1	15			88
ETHIOPIAN AIRLINES	PACT	7					103			
ETIHAD AIRWAYS	PACT	15	1		5	1	52			83
EUROWINGS LUFTVERKEHRS	PACT	1					4			
EVA AIR	PACT	1			11		24			100
FINNAIR	PACT	4			2		24			100
FLYBOSNIA	PACT	1					912			
FREEBIRD AIRLINES	PACT	1					324			
GEORGIAN AIRWAYS	PACT	1					1,339			
GULF AIR	PACT	2					28			
HAINAN AIRLINES	PACT	1					102			
HELVETIC AIRWAYS	PACT				1					100
IBERIA	PACT	49	2		123	5	288			96
IBERIA EXPRESS	PACT				2					100
ICELANDAIR	PACT	3			5		29			100
JET2.COM LTD	PACT	13			5	8	8			38
KENYA AIRWAYS	PACT	3			1		90			100
KUWAIT AIRWAYS	PACT	1			1		16			100
LEVEL EUROPE	PACT				2					100
LOGANAIR LTD	PACT	18	1		7	8	102			47
LOT-POLISH AIRLINES	PACT	2			1	12	20			8
LUFTHANSA	PACT	1			2	3	2			40

LUFTHANSA CITYLINE	PACT				1							100
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	7	1		3			116				100
NORWEGIAN AIR SHUTTLE	PACT	20			1							100
PAKISTAN INTL AIRLINES	PACT	2			2		1	13				67
PEGASUS AIRLINES	PACT	6			1			43				100
QANTAS	PACT	2			4			19				100
QATAR AIRWAYS	PACT	14			27		3	26				90
ROYAL AIR MAROC	PACT	3			1			75				100
ROYAL JORDANIAN	PACT	2						71				
RYANAIR	PACT	304			92		130	41				41
SAS	PACT				3							100
SATA AIR ACORES	PACT				2							100
SAUDI ARABIAN AIRLINES	PACT	2						22				
SINGAPORE AIRLINES	PACT	1			6		1	5				86
SRILANKAN AIRLINES	PACT	2			2			33				100
STOBART AIR	PACT				1							100
SUN AIR OF SCANDINAVIA	PACT				1							100
THAI AIRWAYS INTERNATIONAL	PACT	2			21			16				100
THY TURKISH AIRLINES	PACT			1				3				
TITAN AIRWAYS LTD	PACT						1					
TUNISAIR	PACT	1			1			72				100
UKRAINE INTERNATIONAL AIRLINES	PACT	4						133				
UNITED AIRLINES	PACT	8			15		5	21				75
VIETNAM AIRLINES	PACT	1										
VUELING AIRLINES	PACT	44			138		9	126				94
WEST JET AIRLINES	PACT	13			3		2	181				60
WIDEROE FLYVESELSKAP A/S	PACT	1						43				
Grand Total	CDRL	8,465	73	-	1,019		1,849	551	595,610	585		36
Grand Total	CEDR	489	18		17		276	212	60	203,482	737	57
Grand Total	PACT	741	5		3		585	226	-	-		72