

Airline / Airport	ADR Entity	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Remedy awarded (complaints decided in qtr)	No remedy awarded	Complaints per million pax	Total awarded	Average award	Uphold rate
Turkish Airlines	CDRL	24	13	0	9	18	87	£8,768	£974	33%
Air India	CDRL	18	4	0	5	4	123	£2,129	£426	56%
Flybe	CDRL	107	15	0	11	33	48	£1,522	£138	25%
Air China	CDRL	5	6	0	1	2	122	£0	£0	33%
Norwegian	CDRL	906	37	1	81	54	566	£55,393	£684	60%
Ryanair	CDRL	6326	117	3	367	254	514	£140,450	£383	59%
Garuda Indonesia	CDRL	1	0	0	0	0	69	£0	-	-
TAP Portugal	CDRL	155	19	0	17	17	596	£10,708	£630	50%
Wizz Air	CDRL	313	34	2	89	43	176	£34,901	£392	67%
Cityjet	CDRL	5	0	0	1	5	59	£0	£0	17%
Air Canada/Canada Rouge	CDRL		8	0	4	4	88	£525	£131	50%
Air France	CDRL	70	9	0	17	17	203	£8,612	£507	50%
Delta Air Lines	CDRL	19	4	0	1	3	66	£0	£0	25%
KLM	CDRL	100	21	0	23	53	108	£6,272	£273	30%
Small Planet Airlines	CDRL	56	1	0	16	0	41066	£10,795	£675	100%
EgyptAir	CDRL	5	0	0	0	2	75	£0	-	0%
Asiana Airlines	CDRL	2	0	0	0	0	43	£0	-	-
South African Airways	CDRL	0	2	0	1	1	45	£600	£600	50%
Virgin Atlantic	CDRL	25	17	0	16	14	28	£6,004	£375	53%
Royal Brunei Airlines	CDRL	1	0	0	3	1	28	£3,328	£1,109	75%
Air Mauritius	CDRL	2	2	0	1	0	188	£600	£600	100%
East Midlands	CDRL	3	3	0	0	0	-	£0	-	-
Easyjet	CEDR	1656	11	0	752	90	276	£457,343	£608	89%
Thomas Cook	CEDR	373	7	5	135	50	572	£129,177	£957	73%
TUI	CEDR	1204	0	0	667	44	792	£688,966	£1,033	94%
British Airways	CEDR	589	46	15	260	148	66	£209,002	£804	64%
Manchester	CEDR	3	0	0	1	0	-	£100	£100	100%
Stansted	CEDR	2	0	0	1	0	-	£250	£250	100%
Heathrow	CEDR	3	0	0	0	0	-	-	-	-
Aegean Airlines	PACT	0	1	0	0	1	10	-	-	0%
Aer Lingus	PACT	38	3	0	28	36	37	-	-	44%
Aeroflot	PACT	2	0	0	1	0	16	-	-	100%
Air Algerie	PACT	1	0	0	2	2	60	-	-	50%
Air Arabia	PACT	0	1	0	0	0	51	-	-	-
Air Corsica	PACT	2	0	0	1	0	163	-	-	100%
Air Europa	PACT	8	0	0	14	0	125	-	-	100%
Air Serbia	PACT	0	1	0	0	0	38	-	-	-
Air Transat	PACT	4	0	0	4	1	23	-	-	80%
Alba Star	PACT	1	0	0	0	0	100	-	-	-
American Airlines	PACT	16	1	0	14	16	20	-	-	47%
ASL Airlines	PACT	3	0	0	1	5	169	-	-	17%
Atlas Global	PACT	2	0	0	0	1	94	-	-	0%
Aurigny Air Services	PACT	3	0	0	4	5	21	-	-	44%
Avianca Colombia	PACT	9	1	0	13	4	250	-	-	76%
BH Air	PACT	1	0	0	0	0	24	-	-	-
Biman Bangladesh Airlines	PACT	2	0	0	0	0	78	-	-	-
BMI Regional	PACT	24	0	0	59	3	224	-	-	95%
Brussels Airlines	PACT	1	0	0	0	0	5	-	-	-
Bulgaria Air	PACT	5	0	0	4	0	308	-	-	100%
Cathay Pacific Airways	PACT	6	0	0	2	6	20	-	-	25%
Eastern Airways	PACT	4	0	0	0	6	75	-	-	0%
Easyjet Switzerland	PACT	2	0	0	0	1	32	-	-	0%

EI AI	PACT	1	0	0	1	0	10	-	-	100%
Emirates	PACT	52	7	0	14	84	47	-	-	14%
Enter Air	PACT	20	0	0	14	3	957	-	-	82%
Ethiopian Airlines	PACT	0	1	0	1	0	20	-	-	100%
Eva Air	PACT	3	0	0	1	4	62	-	-	20%
Finnair	PACT	9	0	0	2	1	43	-	-	67%
Freebird Airlines	PACT	10	1	0	0	4	242	-	-	0%
Gulf Air	PACT	1	0	0	0	0	19	-	-	-
Iberia	PACT	30	13	0	30	2	194	-	-	94%
Icelandair	PACT	1	0	0	3	1	7	-	-	75%
Jet Airways	PACT	1	0	0	3	1	5	-	-	75%
Kenya Airways	PACT	1	0	0	0	0	27	-	-	-
Kuwait Airways	PACT	2	0	0	0	2	40	-	-	0%
Lufthansa	PACT	3	0	0	1	0	3	-	-	100%
Medview Airline	PACT	3	0	0	0	0	412	-	-	-
Oman Air	PACT	4	2	0	6	2	66	-	-	75%
Pegasus Airlines	PACT	6	0	0	2	2	55	-	-	50%
Philippine Airlines	PACT	1	0	0	1	0	22	-	-	100%
Qantas	PACT	1	0	0	1	0	10	-	-	100%
Qatar Airways	PACT	20	1	0	6	8	51	-	-	43%
Royal Air Maroc	PACT	2	1	0	1	0	65	-	-	100%
Royal Jordanian	PACT	1	0	0	0	1	27	-	-	0%
SAS	PACT	2	0	0	0	1	5	-	-	0%
Saudi Arabian Airlines	PACT	1	0	0	2	0	11	-	-	100%
Singapore Airlines	PACT	0	2	0	7	1	9	-	-	88%
Srilankan Airlines	PACT	1	0	0	0	1	21	-	-	0%
Stobart Air	PACT	17	0	0	9	7	76	-	-	56%
TAM Linhas Aereas	PACT	1	2	0	1	2	47	-	-	33%
Tarom	PACT	3	0	0	0	0	130	-	-	-
Thai Airways International	PACT	5	0	0	8	0	47	-	-	100%
Tunisair	PACT	1	0	0	0	0	55	-	-	-
Ukraine International Airlines	PACT	1	2	0	2	0	57	-	-	100%
United Airlines	PACT	11	0	0	8	10	17	-	-	44%
Vietnam Airlines	PACT	0	1	0	2	0	31	-	-	100%
Volotea	PACT	0	1	0	1	0	169	-	-	100%
Etihad Airways	PACT	5	3	0	8	6	25	-	-	57%
China Eastern Airlines	PACT	1	0	0	2	0	21	-	-	100%
Air Malta	PACT	2	0	0	1	0	20	-	-	100%
Transavia France	PACT	1	0	0	0	0	56	-	-	-
Transavia	PACT	0	1	0	0	0	1185	-	-	-
Air Baltic	PACT	1	0	0	0	0	21	-	-	-
Rossiya Airlines	PACT	1	0	0	0	0	69	-	-	-
Montenegro Airlines	PACT	1	0	0	0	0	259	-	-	-
Egypt Air	PACT	0	1	0	0	0	15	-	-	-
Jet2	PACT	57	0	0	2	53	16	-	-	4%
Alitalia (CAI)	PACT	6	3	0	2	3	47	-	-	40%
Loganair	PACT	1	0	0	2	5	5	-	-	29%
LOT Polish Airlines	PACT	3	1	0	2	0	57	-	-	100%
Rwandair Express	PACT	1	0	0	2	0	164	-	-	100%
Flybe	PACT	0	0	1	0	1	0	-	-	0%
WOW Air	PACT	2	3	0	10	2	50	-	-	83%
Blue Air Transport Aerian	PACT	13	3	0	17	0	70	-	-	100%
Pakistan Intl Airlines	PACT	4	1	0	0	2	37	-	-	0%
Cobalt	PACT	3	0	0	3	0	57	-	-	100%
Vueling Airlines	PACT	90	10	0	59	40	166	-	-	60%
Malaysian Airlines System-MAS	PACT	5	0	0	7	2	57	-	-	78%
West Jet Airlines	PACT	4	0	0	3	2	31	-	-	60%

Blue Islands Limited	PACT	2	0	0	0	3	58	-	0%	
Primera Air Scandinavia	PACT	41	0	0	124	2	427	-	98%	
FlyDubai	PACT	0	0	0	1	0	0	-	100%	
Luxair	PACT	0	0	0	2	0	0	-	100%	
Titan Airways	PACT	0	0	0	1	0	0	-	100%	
Xiamen Airlines	PACT	0	0	0	1	0	0	-	100%	
Air Moldova International	PACT	0	0	0	0	1	0	-	0%	
Total	CDRL	8143	312	6	663	525	355	£290,607	£438	56%
Total	CEDR	3830	64	20	1816	332	228	£1,484,838	£818	85%
Total	PACT	593	68	1	523	346	-	-	-	60%