

Airline / Airport name	ADR entity name / PACT	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 for consumers
Air Canada/Canada Rouge	CDRL	17	3	1	2	11	34	£1,316	£658	15%
Air China	CDRL	8	3	0	1	2	81	£512	£512	33%
Air France	CDRL	49	11	0	15	17	137	£17,965	£1,198	47%
Air India	CDRL	0	0	0	6	4	0	£4,066	£678	60%
Air Mauritius	CDRL	2	2	0	0	2	150	-	-	0%
Asiana Airlines	CDRL	0	0	0	1	1	0	£513	£513	50%
Cityjet	CDRL	3	1	0	1	1	43	£223	£223	50%
Delta Air Lines	CDRL	8	0	0	1	1	20	£1,618	£1,618	50%
EgyptAir	CDRL	5	4	0	2	3	111	£2,079	£1,039	40%
Flybe	CDRL	102	7	0	5	19	39	£1,382	£276	21%
Garuda Indonesia	CDRL	4	2	0	0	0	312	-	-	-
KLM	CDRL	107	9	0	19	30	100	£7,757	£408	39%
Norwegian	CDRL	810	17	1	70	79	436	£46,244	£661	47%
Royal Brunei Airlines	CDRL	3	0	0	0	0	69	-	-	-
Ryanair	CDRL	2758	61	0	1419	806	214	£739,320	£521	64%
Small Planet Airlines	CDRL	0	0	0	1	0	-	£1,600	£1,600	100%
South African Airways	CDRL	0	1	0	0	1	24	-	-	0%
TAP Portugal	CDRL	133	6	0	39	7	448	£29,199	£749	85%
Turkish Airlines	CDRL	41	5	0	7	25	95	£5,715	£816	22%
Virgin Atlantic	CDRL	35	10	0	4	12	28	£1,981	£495	25%
Wizz Air	CDRL	357	27	0	92	42	171	£45,572	£495	69%
British Airways	CEDR	618	75	9	454	351	52	£340,817	£751	56%
Easyjet	CEDR	1751	10	1	1446	204	127	£870,941	£602	88%
Thomas Cook	CEDR	469	14	1	334	147	148	£306,024	£916	69%
TUI	CEDR	1306	3	1	989	130	302	£1,020,542	£1,032	88%
Manchester	CEDR	1	0	0	2	0	-	£100	£50	100%
Stansted	CEDR	2	0	0	2	0	-	£650	£325	100%
Gatwick	CEDR	1	0	0	0	0	-	-	-	-
Heathrow	CEDR	0	0	0	3	0	-	£100	£33	100%
Abs Jet	PACT	1	0	0	0	1	500000	-	-	0%
Aegean Airlines	PACT	2	1	0	1	0	25	-	-	100%
Aer Lingus	PACT	35	0	0	10	23	29	-	-	30%
Aeroflot	PACT	2	1	0	4	0	20	-	-	100%
Air Algerie	PACT	0	0	0	1	0	-	-	-	100%
Air Arabia	PACT	1	1	0	1	0	91	-	-	100%
Air Baltic	PACT	0	0	0	1	0	-	-	-	100%
Air Corsica	PACT	0	0	0	2	0	-	-	-	100%
Air Europa	PACT	7	1	0	9	2	99	-	-	82%
Air India	PACT	12	2	0	3	0	75	-	-	100%
Air Malta	PACT	0	0	0	1	0	-	-	-	100%
Air Moldova	PACT	3	0	0	0	0	133	-	-	-
Air Serbia	PACT	3	0	0	0	0	103	-	-	-
Air Transat	PACT	8	1	0	3	1	32	-	-	75%
Alba Star	PACT	1	0	0	0	1	51	-	-	0%
Alitalia	PACT	9	4	0	5	7	64	-	-	42%
American Airlines	PACT	21	1	0	9	8	23	-	-	53%
Arkia	PACT	1	0	0	0	0	88	-	-	-
ASL Airlines	PACT	4	0	0	1	0	111	-	-	100%
Atlas Global	PACT	0	1	0	1	1	44	-	-	50%
Aurigny Air Services	PACT	6	0	0	0	4	36	-	-	0%
Austrian Airlines	PACT	1	0	0	0	0	7	-	-	-
Avianca Colombia	PACT	11	1	0	3	1	284	-	-	75%
BH Air	PACT	5	0	0	1	1	48	-	-	50%
Biman Bangladesh Airlines	PACT	3	1	0	0	1	121	-	-	0%
Blue Air	PACT	20	3	0	18	2	92	-	-	90%
Blue Islands	PACT	1	0	0	1	0	23	-	-	100%
BMI Regional	PACT	36	0	0	36	2	329	-	-	95%
Brussels Airlines	PACT	2	0	0	0	1	10	-	-	0%
Bulgaria Air	PACT	2	1	0	1	2	179	-	-	33%
Cathay Pacific Airways	PACT	5	0	0	0	9	14	-	-	0%
China Southern	PACT	2	0	0	0	0	33	-	-	-
Cobalt Aero	PACT	0	0	0	0	1	-	-	-	0%
Croatia Airlines	PACT	10	1	0	0	0	529	-	-	-
Eastern Airways	PACT	2	0	0	1	1	43	-	-	50%
Easyjet Switzerland	PACT	3	0	0	1	2	86	-	-	33%
Edelweiss Air	PACT	1	0	0	0	0	59	-	-	-
El Al	PACT	3	0	0	2	1	24	-	-	67%

Emirates	PACT	53	5	0	20	52	38	-	-	28%
Enter Air	PACT	9	0	0	13	1	244	-	-	93%
ernest airlines	PACT	1	0	0	0	0	312	-	-	
Ethiopian Airlines	PACT	3	1	0	0	0	53	-	-	
Etihad Airways	PACT	12	2	0	5	3	36	-	-	63%
Eurowings	PACT	8	0	0	0	0	13	-	-	
Eva Air	PACT	3	0	0	0	2	54	-	-	0%
Finnair	PACT	7	0	0	3	2	30	-	-	60%
Freebird Airlines	PACT	7	0	0	8	7	76	-	-	53%
Gulf Air	PACT	6	1	0	0	0	80	-	-	
Iberia	PACT	31	16	0	48	2	208	-	-	96%
Icelandair	PACT	2	0	0	1	0	13	-	-	100%
Jet Airways	PACT	5	1	0	1	1	25	-	-	50%
Jet2	PACT	67	7	0	15	44	14	-	-	25%
Kenya Airways	PACT	1	0	0	1	0	24	-	-	100%
Kuwait Airways	PACT	0	0	0	0	1	-	-	-	0%
Loganair	PACT	1	0	1	0	0	9	-	-	
LOT Polish Airlines	PACT	7	1	0	1	1	96	-	-	50%
Lufthansa	PACT	9	0	0	0	0	9	-	-	
Malaysian Airlines System -MAS	PACT	3	0	0	4	0	27	-	-	100%
Medview Airline	PACT	8	0	0	0	0	-	-	-	
Montenegro Airlines	PACT	2	0	0	1	0	213	-	-	100%
Oman Air	PACT	2	1	0	3	0	23	-	-	100%
Pakistan international airline (PIA)	PACT	16	3	0	2	0	126	-	-	100%
Pegasus Airlines	PACT	2	0	0	1	4	15	-	-	20%
Philippine Airlines	PACT	2	0	0	1	0	41	-	-	100%
Primera Air	PACT	8	47	0	1	0	332	-	-	100%
Qantas	PACT	1	0	0	1	0	8	-	-	100%
Qatar Airways	PACT	22	0	0	8	15	35	-	-	35%
Royal Air Maroc	PACT	5	0	0	1	0	86	-	-	100%
Royal Jordanian	PACT	0	0	0	0	1	-	-	-	0%
Ryanair	PACT	85	2	0	0	0	7	-	-	
SAS	PACT	1	0	0	0	0	2	-	-	
Sata	PACT	1	0	0	0	0	329	-	-	
Saudi Arabian Airlines	PACT	1	0	0	0	1	8	-	-	0%
Singapore Airlines	PACT	1	0	0	1	0	3	-	-	100%
Smart Wings	PACT	1	0	0	0	0	45	-	-	
Srilankan Airlines	PACT	2	1	0	1	0	57	-	-	100%
Stobart Air	PACT	9	0	0	11	5	36	-	-	69%
Swiss Airlines	PACT	2	0	0	0	0	5	-	-	
TAM Linhas Aereas	PACT	1	2	0	2	0	27	-	-	100%
Tarom	PACT	1	0	0	0	0	38	-	-	
Thai Airways International	PACT	5	0	0	5	0	41	-	-	100%
Transavia	PACT	1	0	0	0	0	2203	-	-	
Tunisair	PACT	3	3	0	1	0	252	-	-	100%
Turkmenistan Airlines	PACT	7	0	0	0	0	418	-	-	
Ukraine International Airlines	PACT	4	0	0	1	2	70	-	-	33%
United Airlines	PACT	12	0	0	8	8	15	-	-	50%
Volotea	PACT	2	2	0	1	0	310	-	-	100%
Vueling	PACT	145	8	0	117	43	235	-	-	73%
Westjet	PACT	1	0	0	3	0	6	-	-	100%
Wideroe Flyveselskap A/S	PACT	3	0	0	0	0	111	-	-	
WOWAir	PACT	4	0	0	6	1	36	-	-	86%
Totals	CDRL	4442	169	2	1685	1063	90	£907,062	£538	61%
Totals	CEDR	4148	102	12	3230	832	122	£2,539,174	£786	80%
Totals	PACT	818	123	1	412	268	28	-	-	60%