

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 awards	Uphold rate for consumer
Air Astana	CDRL	0	0	0	0	0	0	£0	-	-
Air Canada/Canada Rouge	CDRL	25	1	0	10	37	68	£9,745	£974	21%
Air China	CDRL	14	0	0	1	5	139	£1,062	£1,062	17%
Air France	CDRL	50	12	0	38	42	150	£29,161	£767	48%
Air India	CDRL	0	0	0	1	2	0	£1,111	£1,111	33%
Air Mauritius	CDRL	2	2	0	3	3	187	£1,834	£611	50%
Cityjet	CDRL	1	1	0	1	3	101	£9	£9	25%
Delta Air Lines	CDRL	15	1	0	6	8	53	£5,653	£942	43%
East Midlands	CDRL	0	0	0	0	6	-	£0	-	0%
EgyptAir	CDRL	5	1	0	5	2	79	£2,415	£483	71%
Emirates	CDRL	48	5	0	2	3	39	£1,090	£545	40%
Flybe	CDRL	87	41	0	3	5	57	£2,670	£890	38%
Garuda Indonesia	CDRL	2	0	0	2	1	257	£768	£384	67%
KLM	CDRL	163	20	0	65	84	166	£29,677	£457	44%
Norwegian	CDRL	763	39	1	44	33	553	£31,927	£726	57%
Royal Brunei Airlines	CDRL	0	0	0	2	1	0	£745	£372	67%
Ryanair	CDRL	4	0	0	3469	2100	0	£1,862,298	£537	62%
Small Planet Airlines	CDRL	0	0	0	36	5	0	£35,507	£986	88%
South African Airways	CDRL	1	0	0	0	2	26	£0	-	0%
TAP Portugal	CDRL	118	5	0	141	39	481	£100,534	£713	78%
Turkish Airlines	CDRL	59	8	0	20	19	163	£15,154	£758	51%
Virgin Atlantic	CDRL	74	7	0	28	50	57	£18,057	£645	36%
Wizz Air	CDRL	274	35	0	373	124	190	£184,200	£494	75%
British Airways	CEDR	655	57	2	474	266	63	£331,946	£700	64%
Easyjet	CEDR	997	10	1	1777	375	95	£966,855	£544	83%
Gatwick	CEDR	0	0	1	1	0	-	£100	£100	100%
Heathrow	CEDR	0	0	1	1	0	-	£200	£200	100%
Manchester	CEDR	0	0	1	2	0	-	£350	£175	100%
Stansted	CEDR	0	0	1	3	0	-	£1,026	£342	100%
Thomas Cook	CEDR	355	19	1	381	191	249	£271,406	£712	67%
TUI	CEDR	893	8	0	1490	173	459	£1,514,888	£1,017	90%
Aegean Airlines	PACT	0	0	0	0	1	-	-	-	0%
Aer Lingus	PACT	44	0	0	19	20	40	-	-	49%
Aero Mexico	PACT	1	0	0	0	0	28	-	-	-
Aeroflot	PACT	2	2	0	1	0	37	-	-	100%
Air Algerie	PACT	0	1	0	0	0	62	-	-	-
Air Arabia	PACT	12	3	0	1	1	775	-	-	50%
Air Europa	PACT	4	0	0	2	0	74	-	-	100%
Air India	PACT	14	1	0	15	0	81	-	-	100%
Air Malta	PACT	0	1	0	0	0	11	-	-	-
Air Moldova	PACT	0	1	0	0	0	65	-	-	-
Air New Zealand Ltd	PACT	0	1	0	0	0	19	-	-	-
Air Serbia	PACT	0	2	0	2	0	92	-	-	100%
Air Transat	PACT	3	0	0	3	1	33	-	-	75%
Alitalia	PACT	10	1	0	7	1	59	-	-	88%
American Airlines	PACT	14	1	0	5	9	19	-	-	36%
Arik Air	PACT	1	0	0	0	0	-	-	-	-
ASL Airlines	PACT	5	0	0	2	1	9940	-	-	67%
Atlas Global	PACT	1	0	0	0	1	41	-	-	0%
Aurigny Air Services	PACT	1	0	0	1	3	8	-	-	25%
Austrian Airlines	PACT	2	0	0	0	0	19	-	-	-
Avianca Colombia	PACT	8	0	0	2	1	198	-	-	67%
BH Air	PACT	9	0	0	0	0	48649	-	-	-
Biman Bangladesh Airlines	PACT	7	0	0	0	0	203	-	-	-
Blue Air	PACT	12	1	0	15	1	79	-	-	94%
Blue Islands	PACT	1	0	0	0	0	28	-	-	-

BMI Regional	PACT	25	4	0	16	1	806	-	-	94%
Brussels Airlines	PACT	7	0	0	0	2	35	-	-	0%
Bulgaria Air	PACT	4	0	0	2	0	278	-	-	100%
Cathay Pacific Airways	PACT	3	0	0	0	0	10	-	-	-
China Airlines	PACT	1	0	0	0	0	37	-	-	-
China Southern	PACT	1	0	0	1	1	20	-	-	50%
Cobalt Aero	PACT	0	1	0	0	0	91	-	-	-
Croatia Airlines	PACT	2	0	0	0	0	135	-	-	-
Eastern Airways	PACT	5	0	0	2	3	121	-	-	40%
Easyjet Switzerland	PACT	0	0	0	0	1	-	-	-	0%
El Al	PACT	1	0	0	1	0	10	-	-	100%
Emirates	PACT	0	1	0	11	26	1	-	-	30%
Enter Air	PACT	12	0	0	7	0	430	-	-	100%
ernest airlines	PACT	0	0	0	1	0	-	-	-	100%
Ethiopian Airlines	PACT	4	1	0	0	0	77	-	-	-
Etihad Airways	PACT	9	1	0	15	0	32	-	-	100%
Eurowings	PACT	3	0	0	2	1	5	-	-	67%
Eva Air	PACT	3	0	0	0	2	59	-	-	0%
Finnair	PACT	3	1	0	1	2	21	-	-	33%
Freebird Airlines	PACT	3	0	0	1	1	758	-	-	50%
Georgian Airways	PACT	1	0	0	0	0	370	-	-	-
Gulf Air	PACT	8	0	0	0	1	112	-	-	0%
Hainan	PACT	2	0	0	0	0	69	-	-	-
Iberia	PACT	48	9	0	38	10	264	-	-	79%
Icelandair	PACT	2	0	0	1	0	13	-	-	100%
Jet Airways	PACT	7	1	0	4	0	34	-	-	100%
Jet2	PACT	92	2	2	29	58	43	-	-	33%
Kenya Airways	PACT	1	0	0	1	1	26	-	-	50%
Kuwait Airways	PACT	4	0	0	0	0	58	-	-	-
Loganair	PACT	2	0	0	1	0	11	-	-	100%
LOT Polish Airlines	PACT	8	0	0	2	4	125	-	-	33%
Lufthansa	PACT	17	0	0	0	3	21	-	-	0%
Luxair	PACT	2	0	0	0	0	41	-	-	-
Malaysian Airlines System -MAS	PACT	1	0	0	3	0	11	-	-	100%
MEA Middle East Airlines	PACT	1	0	0	0	0	20	-	-	-
Medview Airline	PACT	2	0	0	0	0	0	-	-	-
Nouvelair Tunisie	PACT	1	0	0	0	0	-	-	-	-
Oman Air	PACT	3	0	0	0	4	26	-	-	0%
Pakistan international airline (PIA)	PACT	11	1	0	2	1	76	-	-	67%
Pegasus Airlines	PACT	3	0	0	0	2	28	-	-	0%
Philippine Airlines	PACT	4	0	0	3	0	144	-	-	100%
Primer Air	PACT	1	3	0	0	0	4813	-	-	-
Qantas	PACT	2	0	0	1	0	17	-	-	100%
Qatar Airways	PACT	25	2	1	6	13	59	-	-	32%
Royal Air Maroc	PACT	15	2	0	2	0	393	-	-	100%
Royal Jordanian	PACT	2	1	0	0	0	86	-	-	-
Ryanair	PACT	449	17	2	29	33	45	-	-	47%
SAS	PACT	2	0	0	0	0	5	-	-	-
Saudi Arabian Airlines	PACT	1	0	0	0	0	10	-	-	-
Singapore Airlines	PACT	0	0	0	0	1	-	-	-	0%
Smart Wings	PACT	2	0	0	0	0	112	-	-	-
Srilankan Airlines	PACT	1	0	0	1	1	17	-	-	50%
Stobart Air	PACT	13	0	0	1	4	91	-	-	20%
Swiss Airlines	PACT	9	0	0	1	0	22	-	-	100%
TAM Linhas Aereas	PACT	2	1	0	0	1	50	-	-	0%
Thai Airways International	PACT	1	1	0	0	0	17	-	-	-
Titan Airways	PACT	1	0	0	0	0	31	-	-	-
Transavia	PACT	1	0	0	1	0	850	-	-	100%
Transavia France	PACT	0	0	0	0	1	-	-	-	0%
Travel Service Airlines	PACT	1	0	0	0	0	-	-	-	-

Tunisair	PACT	7	0	0	6	0	384	-	-	100%
Turkmenistan Airlines	PACT	4	0	0	0	0	212	-	-	-
Ukraine International Airlines	PACT	5	1	0	0	0	128	-	-	-
United Airlines	PACT	16	0	0	7	3	27	-	-	70%
Unknown	PACT	2	0	0	0	0	-	-	-	-
Virgin Atlantic Airways	PACT	0	1	0	0	0	1	-	-	-
Volotea	PACT	3	0	0	1	0	1018	-	-	100%
Vueling	PACT	98	3	0	78	31	221	-	-	72%
Westjet	PACT	3	0	0	0	0	36	-	-	-
Wideroe Flyveselskap A/S	PACT	1	0	0	0	0	35	-	-	-
WOWAir	PACT	1	2	0	1	1	45	-	-	50%
Total	CDRL	1705	178	1	4250	2574	86	£2,333,617	£549	62%
Total	CFDR	2900	94	8	4129	1005	118	£3,086,771	£748	80%
Total	PACT	1125	71	5	354	253	-	-	-	58%