

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
Bristol	CEDR	0	0	0	1	0	-	£350	£350	100%
British Airways	CEDR	630	81	11	309	165	56	£236,938	£767	65%
Easyjet	CEDR	105	3	0	114	64	8	£70,309	£617	64%
Gatwick	CEDR	0	0	0	2	0	-	£200	£100	100%
Heathrow	CEDR	0	0	2	0	0	-	£0	-	-
Manchester	CEDR	0	0	3	0	0	-	£0	-	-
Stansted	CEDR	0	0	1	0	0	-	£0	-	-
Thomas Cook	CEDR	178	8	1	195	138	78	£170,061	£872	59%
TUI	CEDR	771	5	2	399	125	232	£998,849	£2,503	76%
Air Canada/Canada Rouge	CDRL	16	0	0	10	16	36	£7,615	£762	38%
Air China	CDRL	12	5	0	0	11	127	£0	-	0%
Air France/KLM	CDRL	205	33	0	58	114	143	£34,443	£594	34%
Air Mauritius	CDRL	8	2	1	8	4	512	£12,565	£1,571	67%
Delta Air Lines	CDRL	10	3	0	9	2	33	£7,742	£860	82%
easyjet	CDRL	2301	59	0	445	380	180	£235,677	£530	54%
EgyptAir	CDRL	0	3	0	1	2	44	£1,074	£1,074	33%
Emirates	CDRL	31	7	0	15	20	31	£10,420	£695	43%
Flybe	CDRL	281	60	0	68	129	138	£20,869	£307	35%
Garuda Indonesia	CDRL	2	0	0	0	1	277	£0	-	0%
Norwegian	CDRL	619	51	0	452	121	452	£278,486	£763	75%
Oman Air	CDRL	15	2	0	1	5	146	£1,775	£1,775	17%
Royal Brunei Airlines	CDRL	1	0	0	3	0	38	£2,117	£706	100%
Ryanair	CDRL	0	0	0	20	2	0	£16,087	£804	91%
South African Airways	CDRL	0	0	0	1	0	0	£1,053	£1,053	100%
TAP Portugal	CDRL	87	8	0	20	20	287	£10,803	£540	50%
Turkish Airlines	CDRL	51	18	0	13	37	158	£10,589	£815	26%
Virgin Atlantic	CDRL	89	14	1	18	71	68	£15,304	£850	20%
Wizz Air	CDRL	391	47	0	158	103	274	£81,089	£513	61%
Aer Lingus	PACT	40	1	0	16	8	35	-	-	67%
Adria Airways	PACT	1	1	0	0	0	1533	-	-	-
Aeroflot	PACT	2	1	0	4	0	25	-	-	100%
Air Algerie	PACT	0	1	0	0	0	66	-	-	-
Air Arabia	PACT	3	0	0	6	1	139	-	-	86%
Air Europa	PACT	4	0	0	4	2	61	-	-	67%
Air India	PACT	32	2	0	22	5	170	-	-	81%
Air Moldova	PACT	3	0	0	0	0	163	-	-	-
Air Transat	PACT	2	0	0	3	4	12	-	-	43%
Alba Star	PACT	2	0	0	1	0	981	-	-	100%
Alitalia	PACT	4	2	0	2	4	38	-	-	33%
All Nippon Airways	PACT	1	0	0	0	0	32	-	-	-
American Airlines	PACT	8	1	0	1	7	10	-	-	13%
ANISEC LUFTFAHT T/AS LEVEL	PACT	4	0	0	0	0	100	-	-	-
ASL Airlines	PACT	2	0	0	1	0	6969	-	-	100%
Atlas Global	PACT	5	0	0	2	0	188	-	-	100%
Austrian Airlines	PACT	2	0	0	0	0	15	-	-	-
Avianca Colombia	PACT	4	0	0	6	0	101	-	-	100%
Avion Express	PACT	1	0	0	0	0	-	-	-	-
BH Air	PACT	11	1	0	13	0	292	-	-	100%
Biman Bangladesh Airlines	PACT	3	0	0	0	0	91	-	-	-
Blue Air	PACT	7	0	0	17	1	41	-	-	94%
Blue Panorama	PACT	1	0	0	0	0	1129	-	-	-
Brussels Airlines	PACT	2	0	0	0	4	10	-	-	0%
Bulgaria Air	PACT	1	0	0	3	0	58	-	-	100%
Cathay Pacific Airways	PACT	4	0	0	1	2	12	-	-	33%
China Southern	PACT	5	0	0	0	0	83	-	-	-
Croatia Airlines	PACT	2	0	0	0	0	6	-	-	-
Eastern Airways	PACT	2	0	0	0	0	57	-	-	-
Easyjet Switzerland	PACT	1	0	0	0	0	-	-	-	-
Edelweiss Air	PACT	2	0	0	4	0	147	-	-	100%
Enter Air	PACT	4	1	0	3	0	204	-	-	100%
ernest airlines	PACT	1	0	0	0	0	269	-	-	-
Ethiopian Airlines	PACT	1	0	0	3	0	16	-	-	100%
Etiyah Airways	PACT	5	0	1	4	2	18	-	-	67%
Eva Air	PACT	8	0	0	2	5	181	-	-	29%
Finnair	PACT	2	2	0	5	5	16	-	-	50%
Freebird Airlines	PACT	2	0	0	3	1	108	-	-	75%
Helvetic Airways	PACT	1	0	0	0	0	-	-	-	-

Hi Fly	PACT	1	0	0	0	0	0	1351	-	-	-	
Iberia	PACT	64	2	0	0	49	7	273	-	-	-	88%
Icelandair	PACT	4	0	0	0	1	1	26	-	-	-	50%
Isles Of Scilly Skybus	PACT	1	0	0	0	0	0	167	-	-	-	
Japan Airlines	PACT	1	0	0	0	0	0	15	-	-	-	
Jet Airways	PACT	6	3	0	0	0	0	437	-	-	-	
Jet2	PACT	34	2	0	0	13	19	9	-	-	-	41%
Kenya Airways	PACT	3	1	0	0	0	2	105	-	-	-	0%
Kuwait Airways	PACT	1	0	0	0	1	1	13	-	-	-	50%
LATAM	PACT	2	0	0	0	0	0	33	-	-	-	
Loganair	PACT	4	1	0	0	0	3	19	-	-	-	0%
LOT Polish Airlines	PACT	8	0	0	0	6	2	74	-	-	-	75%
Lufthansa	PACT	5	0	0	0	4	25	6	-	-	-	14%
Malaysian Airlines System -MAS	PACT	10	0	0	0	2	6	121	-	-	-	25%
Mistral Air	PACT	1	0	0	0	0	0	2994	-	-	-	
Montenegro Airlines	PACT	4	0	0	0	0	0	999	-	-	-	
Neos SPA	PACT	7	0	0	0	0	0	1318	-	-	-	
Pakistan international airline (PIA)	PACT	13	1	0	0	1	0	101	-	-	-	100%
Pegasus Airlines	PACT	6	0	0	0	2	1	46	-	-	-	67%
Philippine Airlines	PACT	2	0	0	0	0	0	66	-	-	-	
Qatar Airways	PACT	33	2	0	0	15	24	66	-	-	-	38%
Royal Air Maroc	PACT	2	1	0	0	0	0	65	-	-	-	
Royal Jordanian	PACT	0	1	0	0	0	0	29	-	-	-	
Rwandair	PACT	1	0	0	0	0	0	141	-	-	-	
Ryanair	PACT	308	20	5	0	231	206	25	-	-	-	53%
SAS	PACT	6	0	0	0	0	1	14	-	-	-	0%
Sata	PACT	1	0	0	0	0	0	1011	-	-	-	
SHENZHEN AIRLINES	PACT	1	0	0	0	0	0	60	-	-	-	
Singapore Airlines	PACT	5	0	0	0	0	0	20	-	-	-	
Stobart Air	PACT	3	0	0	0	6	11	27	-	-	-	35%
Sun Air Of Scandinavia	PACT	1	0	0	0	0	0	171	-	-	-	
Swiss Airlines	PACT	1	0	0	0	1	5	2	-	-	-	17%
TAM Linhas Aereas	PACT	1	0	0	0	2	0	16	-	-	-	100%
Thai Airways International	PACT	8	0	0	0	1	5	67	-	-	-	17%
Thomas Cook	PACT	0	2	0	0	0	0	1	-	-	-	
Tianjin Airlines	PACT	1	0	0	0	0	0	50	-	-	-	
Tunisair	PACT	1	0	0	0	3	0	61	-	-	-	100%
Turkmenistan Airlines	PACT	2	0	0	0	0	0	-	-	-	-	
Ukraine International Airlines	PACT	1	1	0	0	2	2	36	-	-	-	50%
United Airlines	PACT	25	1	0	0	7	10	37	-	-	-	41%
Vietnam Airlines	PACT	1	0	0	0	0	0	30	-	-	-	
Volotea	PACT	1	0	0	0	2	0	181	-	-	-	100%
Vueling	PACT	79	2	0	0	42	16	126	-	-	-	72%
Westjet	PACT	6	0	0	0	0	1	44	-	-	-	0%
Wideroe Flyveselskap A/S	PACT	2	0	0	0	1	0	62	-	-	-	100%
Wizz Air	PACT	0	0	1	0	1	0	0	-	-	-	
Grand Total	CEDR	1684	97	20	0	1020	492	-	£1,476,707	£1,448	-	67%
Grand Total	CDRL	4119	312	2	0	1213	1038	-	£747,708	£616	-	54%
Grand Total	PACT	852	53	7	0	518	399	-	-	-	-	56%