

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	0	0		£0	-	-
British Airways	CEDR	1048	83	20	505	243	87	£370,839	£734	68%
Easyjet	CEDR	0	0	0	22	18	0	£15,991	£727	55%
Gatwick	CEDR	0	0	2	0	0	0	£0	-	-
Heathrow	CEDR	0	0	0	2	0		£700	£350	100%
Manchester	CEDR	0	1	2	1	3		£75	£75	25%
Stansted	CEDR	0	0	0	0	1		£0	-	0%
Thomas Cook	CEDR	0	0	0	15	39	0	£12,885	£859	28%
TUI	CEDR	0	0	0	312	169	0	£336,570	£1,079	65%
Air Astana	CDRL	2	1	0	0	1	214	£0	-	0%
Air Canada/Canada Rouge	CDRL	24	10	0	14	3	87	£9,634	£688	82%
Air China	CDRL	16	5	0	0	5	134	£0	-	0%
Air France and KLM	CDRL	163	35	0	85	40	178	£47,593	£560	68%
Air Mauritius	CDRL	2	1	0	1	1	193	£330	£330	50%
Asiana Airlines	CDRL	1	0	0	0	0	19	£0	-	-
Delta Air Lines	CDRL	11	3	0	3	2	39	£2,269	£756	60%
easyJet	CDRL	1717	67	0	1041	203	210	£590,528	£567	84%
EgyptAir	CDRL	2	4	0	2	2	88	£626	£313	50%
Emirates	CDRL	28	7	0	11	6	31	£11,637	£1,058	65%
Flybe	CDRL	237	61	0	83	98	110	£30,904	£372	46%
Garuda Indonesia	CDRL	7	1	0	0	1	735	£0	-	0%
Norwegian	CDRL	505	57	0	304	60	359	£240,482	£791	84%
Oman Air	CDRL	15	4	0	6	5	242	£5,781	£963	55%
Royal Brunei Airlines	CDRL	1	1	0	0	0	51	£0	-	-
South African Airways	CDRL	1	0	0	0	0	25	£0	-	-
TAP Portugal	CDRL	105	17	0	62	20	354	£49,140	£793	76%
TUI	CDRL	656	13	0	81	69	175	£82,086	£1,013	54%
Turkish Airlines	CDRL	60	17	0	36	12	153	£29,249	£812	75%
Virgin Atlantic	CDRL	69	12	0	16	24	70	£17,826	£1,114	40%
Wizz Air	CDRL	525	70	0	291	92	212	£139,622	£480	76%
Adria Airways	PACT	0	1	0	0	0	559	-	-	-
Aegean Airlines	PACT	0	0	0	0	1	-	-	-	0%
Aer Lingus	PACT	16	1	0	4	0	14	-	-	100%
Aeroflot	PACT	2	3	0	1	1	34	-	-	50%
Air Algerie	PACT	0	0	0	1	0	-	-	-	100%
Air Arabia	PACT	5	0	0	1	1	178	-	-	50%
Air Baltic	PACT	1	0	0	0	0	16	-	-	-
Air China	PACT	1	0	0	0	0	6	-	-	-
Air Corsica	PACT	0	1	0	0	0	40	-	-	-
Air Europa	PACT	4	0	0	0	0	50	-	-	-
Air India	PACT	19	0	0	3	0	91	-	-	100%
Air Malta	PACT	2	0	0	1	0	19	-	-	100%
Air Moldova	PACT	3	0	0	0	0	120	-	-	-
Air Serbia	PACT	2	0	0	0	0	56	-	-	-
Air Transat	PACT	7	1	0	0	0	30	-	-	-
Alitalia	PACT	15	3	0	5	0	96	-	-	100%
All Nippon Airways	PACT	0	1	0	0	0	29	-	-	-
American Airlines	PACT	9	0	0	1	3	9	-	-	25%
Arkia	PACT	1	0	0	0	0	80	-	-	-
ASL Airlines	PACT	0	0	0	1	0	-	-	-	100%
Atlas Global	PACT	7	1	0	6	0	234	-	-	100%
Aurigny Air Services	PACT	2	0	0	0	0	13	-	-	-
Austrian Airlines	PACT	1	0	0	0	0	7	-	-	-
Avianca Colombia	PACT	3	0	0	1	2	72	-	-	33%
Azerbaijan Airlines (Azal)	PACT	0	1	0	0	0	76	-	-	-
BEIJING CAPITAL AIRLINES	PACT	1	0	0	0	0	71	-	-	-
BH Air	PACT	13	1	0	0	0	146	-	-	-
Biman Bangladesh Airlines	PACT	2	0	0	0	0	74	-	-	-
Blue Air	PACT	4	0	0	3	0	21	-	-	100%
Blue Islands	PACT	1	0	0	0	0	21	-	-	-
Brussels Airlines	PACT	4	0	0	0	1	19	-	-	0%
Bulgaria Air	PACT	1	0	0	0	0	59	-	-	-
China Southern	PACT	1	0	0	0	0	12	-	-	-
Eastern Airways	PACT	1	0	0	0	0	26	-	-	-
Edelweiss Air	PACT	0	0	0	1	0	-	-	-	100%
Enter Air	PACT	3	0	0	0	0	98	-	-	-
Ethiopian Airlines	PACT	2	0	0	0	0	25	-	-	-

Ethiad Airways	PACT	1	0	0	0	1	2	-	-	0%
Eurowings	PACT	2	0	0	0	0	4	-	-	-
Eva Air	PACT	2	0	0	0	0	36	-	-	-
Evelop	PACT	1	0	0	0	0	327	-	-	-
Finnair	PACT	2	0	0	0	1	7	-	-	0%
FlyBosnia	PACT	1	0	0	0	0	2538	-	-	-
Georgian Airways	PACT	2	0	0	0	0	242	-	-	-
Hainan	PACT	5	0	0	0	0	88	-	-	-
Hi Fly	PACT	1	0	0	0	0	115	-	-	-
Iberia	PACT	53	6	0	18	14	167	-	-	56%
Icelandair	PACT	3	0	0	0	1	22	-	-	0%
Japan Airlines	PACT	1	0	0	0	0	14	-	-	-
Jet Airways	PACT	0	1	0	0	0	0	-	-	-
Jet2	PACT	31	0	1	4	5	6	-	-	44%
Kenya Airways	PACT	2	0	0	1	4	48	-	-	20%
Korean Air	PACT	1	0	0	0	0	15	-	-	-
Kuwait Airways	PACT	1	0	0	0	0	10	-	-	-
Level	PACT	4	0	0	1	0	165	-	-	100%
Loganair	PACT	10	0	0	1	1	33	-	-	50%
LOT Polish Airlines	PACT	8	0	0	0	0	59	-	-	-
Lufthansa	PACT	7	0	0	6	0	7	-	-	0%
Luxair	PACT	0	0	0	2	-	-	-	-	0%
Malaysian Airlines System -MAS	PACT	2	1	0	1	3	31	-	-	25%
MEA Middle East Airlines	PACT	0	1	0	0	0	16	-	-	-
Montenegro Airlines	PACT	3	1	0	0	0	431	-	-	-
Neos SPA	PACT	2	0	0	0	0	422	-	-	-
Oman Air	PACT	0	0	0	0	1	-	-	-	0%
Pakistan International airline (PIA)	PACT	8	0	0	0	0	51	-	-	-
Pegasus Airlines	PACT	1	0	0	0	2	5	-	-	0%
Philippine Airlines	PACT	1	0	0	1	0	34	-	-	100%
Qantas	PACT	1	0	0	0	0	8	-	-	-
Qatar Airways	PACT	22	1	0	1	6	32	-	-	14%
Royal Air Maroc	PACT	7	4	0	0	0	196	-	-	-
Rwandair	PACT	2	0	0	0	0	174	-	-	-
Ryanair	PACT	132	8	0	74	60	10	-	-	55%
SAS	PACT	3	0	0	0	0	6	-	-	-
Sata	PACT	2	0	0	0	0	953	-	-	-
Saudi Arabian Airlines	PACT	0	2	0	0	1	16	-	-	0%
SHENZHEN AIRLINES	PACT	2	0	0	0	0	105	-	-	-
Singapore Airlines	PACT	4	0	0	0	1	13	-	-	0%
Srilankan Airlines	PACT	1	0	0	0	0	20	-	-	-
Stobart Air	PACT	4	0	0	0	0	30	-	-	-
Swiss Airlines	PACT	5	0	0	1	0	11	-	-	100%
TAM Linhas Aereas	PACT	2	0	0	2	0	32	-	-	100%
Tarom	PACT	2	0	0	1	0	107	-	-	100%
Thai Airways International	PACT	11	0	0	1	4	86	-	-	20%
Thomas Cook	PACT	0	6	0	0	0	2	-	-	-
Titan Airways	PACT	0	1	0	0	2	14	-	-	0%
Tunisair	PACT	4	0	0	0	0	189	-	-	-
Turkish Airlines	PACT	1	2	0	0	0	6	-	-	-
Turkmenistan Airlines	PACT	1	0	0	0	0	-	-	-	-
Ukraine International Airlines	PACT	5	0	0	0	0	89	-	-	-
United Airlines	PACT	17	0	0	7	0	22	-	-	100%
Vietnam Airlines	PACT	1	0	0	0	0	24	-	-	-
Vueling	PACT	68	3	0	13	1	103	-	-	93%
Westjet	PACT	0	0	0	1	0	-	-	-	100%
WIDEROE FLVVESELSKAP A/S	PACT	4	0	0	1	0	109	-	-	100%
Grand Total	CEDR	1048	84	24	857	473	87	£737,060	£860	64%
Grand Total	CDRL	4147	386	0	2036	644	212	£1,257,707	£618	76%
Grand Total	PACT	589	51	1	158	125	-	-	-	56%