

Airline / Airport Name	ADR entity name / PACT	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Remedy awarded (complaints decided in gr)	No remedy awarded	Complaints per million pax	Total awarded	Average award	Uphold rate for consumers
AIR CANADA	CDRL	2			1	2	105	£	889	13%
AIR CHINA	CDRL	1			1	1		£	512	50%
AIR FRANCE / KLM	CDRL	57	8		27	30	476	£	17,143	63%
AIR PORTUGAL	CDRL	84	1		54	31	10,170	£	45,722	61%
DELTA AIRLINES	CDRL	2			1	1	147			
EASJET UK LTD	CDRL	159	3		184	1394	1,876	£	102,919	12%
EGYPT AIR	CDRL	1			1	2	84			
NORWEGIAN AIR UK LTD	CDRL	1			2			£	1,100	100%
OMAN AIR	CDRL	6	1		1	4	831	£	600	20%
RYANAIR	CDRL	47			8	6	194	£	2,544	67%
SOUTH AFRICAN AIRWAYS	CDRL				2					
THY TURKISH AIRLINES	CDRL	23	4		13	16	299	£	6,271	48%
THY AIRWAYS LTD	CDRL	15			84	233	3,967	£	82,665	27%
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	16	2		16	24	425	£	19,694	40%
WIZZ AIR	CDRL	138	1		49	88	455	£	23,397	33%
BRITISH AIRWAYS PLC	CDRL	357	31	4	128	171	576	£	107,459	75%
ARCEAN AIRLINES	PACT	2			2	2	106			50%
AER LINGUS	PACT	1	2		6	3	47			67%
AERONAVY	PACT	5	3		2	10	924			37%
AEROMEXICO	PACT	2				4				
AIR ALGERIE	PACT	1				1				
AIR ALGERIA MAROC	PACT	1				1				
AIR EUROPA	PACT	6	4		7	3	594			20%
AIR INDIA	PACT	7	1		10	8	120			56%
AIR MALTA	PACT	2				1				100%
AIR NEW ZEALAND LTD	PACT					1				
AIR TRANSAT	PACT	2	1		18	10	10			64%
AUTAIR (EU)	PACT	2			2	2	85			50%
AMERICAN AIRLINES	PACT				1	4				20%
AMERICAN AIR SERVICES	PACT				1	1				50%
AWAKANA COLOMBIA	PACT	2	1		1	1				100%
AZERBAIJAN AIRLINES (AZAL)	PACT	1			1		333,333			
BULLE AIR	PACT	4	1		6	4	217			60%
BULLE ISLANDS LIMITED	PACT	2	1		2	1	899			50%
BRUSSELS AIRLINES	PACT				1	1				
CATHAY PACIFIC AIRWAYS	PACT	1	1		1	3	645			
CHINA AIRLINES	PACT				1	1				
CROATIA AIRLINES	PACT	1				2	643			
EASTJET AIRWAYS	PACT				4					100%
EL AL	PACT	3			1	1	427			
EMIRATES	PACT	4			3	15	39			17%
ENTER AIR	PACT	1			1	1	9			100%
ETHIOPIAN AIRLINES	PACT	1	2		1	4	84			20%
ETHIO AIRWAYS	PACT	6	1		3	2	248			60%
FINNAIR	PACT				1	1				25%
FLYBIRDA	PACT				1	1				100%
GULF AIR	PACT	1	2		1	2	143			67%
IBERIA	PACT	14	2		14	2	283			67%
ICELANDAIR	PACT	2			2	1				67%
JET2.COM LTD	PACT	4	1		5	7	7,704			42%
JORDAN AIR	PACT				2	2				
KUWAIT AIRWAYS	PACT				1	1				
LATAM AIRLINES BRASIL	PACT	1			2	1				100%
LUDOMAIR LTD	PACT	5	1		6	6	136			50%
LOT POLISH AIRLINES	PACT				4	1				80%
LUFTHANSA	PACT				2	1				50%
MAKALAYAN AIRLINES SYSTEM MAS	PACT	1			2	1	787			100%
MONTENEGRO AIRLINES	PACT				1	1				
NEOS SPA	PACT				1	1				
NORWEGIAN AIR SHUTTLE	PACT	14	7		1	26				4%
PAKISTAN INTL AIRLINES	PACT				1	6				14%
PEGASUS AIRLINES	PACT				1	3				25%
PHILIPPINE AIRLINES	PACT				1	1				25%
PULLMANTUR AIR	PACT	2	1			1				
QANTAS	PACT					1				
QATAR AIRWAYS	PACT	10	1		5	11	75			28%
ROYAL AIR MAROC	PACT	7	5		1	6				14%
ROYAL JORDANIAN	PACT				4					100%
RYANAIR	PACT	1					1,145			
SAS	PACT	1			191	82	318			20%
SAUDI ARABIAN AIRLINES	PACT	1					45			
SINGAPORE AIRLINES	PACT	2			2	2	189			20%
SRI LANKAN AIRLINES	PACT	1			1	1	74			
SWISS AIRLINES	PACT				5					100%
TAROM	PACT	1			1	1	160			
THAI AIRWAYS INTERNATIONAL	PACT				1	1				
TRUNKAIR	PACT	1			1	1				50%
UKRAINE INTERNATIONAL AIRLINES	PACT				3	4				43%
UNITED AIRLINES	PACT	1			1	1	47			50%
VIETNAM AIRLINES	PACT	1			1	1				
VISTARA	PACT				1	1				
VOLIATA	PACT				1	1				
VUELING AIRLINES	PACT	5			34	7	880			83%
WEST JET AIRLINES	PACT	2	1		6	1	3,654			86%
WIBERDE FLV/ESL/MAF A/S	PACT				1	1				50%

  

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CDRL	TOTAL	787	21		434	1,842	691	£	303,655	19%
CDRL	TOTAL	357	12	4	138	171	576	£	107,459	45%
PACT	TOTAL	184	69		367	273	225	£		57%