

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 BALTIC	CDRL	1					34			
AIR CANADA	CDRL	5			3	6	49	£ 2,088	£ 1,044	25%
AIR CHINA	CDRL				2					
AIR FRANCE / KLM	CDRL	64	16		45	39	154	£ 23,552	£ 523	54%
AIR PORTUGAL	CDRL	45	5		41	32	645	£ 23,368	£ 570	56%
ASIANA AIRLINES	CDRL	1					342			
DELTA AIRLINES	CDRL	4				1	88	£ 1,073	£ 1,073	50%
EASYJET UK LTD	CDRL	438	37	1		95	388	£ 47,509	£ 500	20%
EGYPTAIR	CDRL	6				7	376	£		
OMAN AIR	CDRL	9				7	8,911	£ 5,110	£ 639	53%
RYANAIR	CDRL	609	75			199	182	£ 110,042	£ 553	52%
SOUTH AFRICAN AIRWAYS	CDRL				1		£ 334	£ 334		100%
THY TURKISH AIRLINES	CDRL	24	6		16	29	294	£ 17,349	£ 1,084	36%
TUI AIRWAYS LTD	CDRL	54	3		20	48	60	£ 13,287	£ 889	29%
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	48	5		27	62	175	£ 25,844	£ 961	30%
WIZZ AIR	CDRL	335	31		85	172	308	£ 39,583	£ 466	33%
BRITISH AIRWAYS PLC	CDRL	392	38	7	144	205	118	£ 94,435	£ 656	41%
HEATHROW	CDRL	1		1			0			
ALLEGIAN AIRLINES	PACT	1				1	101			100%
AER LINGUS	PACT	2				5	7			50%
AEROFLOT	PACT	2			2	2	58			50%
AEROMEXICO	PACT	4	1							
AIR ALGERIE	PACT	2				1				100%
AIR ARABIA-MAROC	PACT	1				3	131			25%
AIR BALTIC	PACT					1				100%
AIR EUROPA	PACT	3	1		12	1	110			92%
AIR INDIA	PACT	4	3		4	3	46			67%
AIR MALTA	PACT	2			1		70			100%
AIR TRANSAT	PACT	1			4		489			100%
ALITALIA (CAI)	PACT				3	1				75%
AMERICAN AIRLINES	PACT	3			2	1	14			67%
AURIGNY AIR SERVICES	PACT	3					34			
AVIANCA COLOMBIA	PACT	2	1		1	1				50%
AZERBAIJAN AIRLINES (AZAL)	PACT	2			1		412			100%
BLUX AIR	PACT	7			4	2	107			67%
BLUE ISLANDS LIMITED	PACT	2	1		3		16			100%
BRUSSELS AIRLINES	PACT	1			1		22			100%
CATHAY PACIFIC AIRWAYS	PACT	1			3		20			100%
EASTERN AIRWAYS	PACT	1	1				34			100%
EL AL	PACT	1			8		34			100%
EMIRATES	PACT	3	1		2	9	18			18%
ENTER AIR	PACT				1	1				50%
ETHIOPIAN AIRLINES	PACT	4			3	2	197			60%
ETHIAD AIRWAYS	PACT	2					46			
GEORGIAN AIRWAYS	PACT				2					100%
GULF AIR	PACT	1			1		32			100%
IBERIA	PACT	8	3		14	8	112			64%
ISLANDAIR	PACT	1			2	2	23			50%
IRAN AIR	PACT				2		59			
ITA AIRWAYS	PACT				2		41			
JAPAN AIRLINES	PACT	1					72			
JAZZERA AIRWAYS	PACT	3					1,346			
JET2.COM LTD	PACT	30	6	1		5	23			29%
KENYA AIRWAYS	PACT	1	1				447			
LATAM AIRLINES BRASIL	PACT	1			2					100%
LOGAN AIR LTD	PACT	10	1		5	4	36			50%
LOT-POLISH AIRLINES	PACT	2			1	2	63			33%
LUFTHANSA	PACT	2	1		1	1	12			
LUXAIR	PACT				2					100%
NORWEGIAN AIR SHUTTLE	PACT	8	2			1				
PAKISTAN INTL AIRLINES	PACT	3			1	3				25%
PEGASUS AIRLINES	PACT	7			1	1	229			50%
PHILIPPINE AIRLINES	PACT	1	2		2	1	3,208			67%
QATAR AIRWAYS	PACT	5	2	1	5	40	147			33%
ROYAL AIR MAROC	PACT	4	1				130			
ROYAL JORDANIAN	PACT	1			2	1	26			100%
RWANDAIR	PACT	1					2,778			
RYANAIR	PACT			1		60	32			65%
SINGAPORE AIRLINES	PACT						3			
SKY EXPRESS SA	PACT		1				141			
TAROM	PACT				2					100%
THAI AIRWAYS INTERNATIONAL	PACT	3	1			1	526			
TUI AIRWAYS	PACT	1	1			1	1,673			80%
UKRAINE INTERNATIONAL AIRLINES	PACT	3	1		1		123			100%
UNITED AIRLINES	PACT	2				3	16			
VISTARA	PACT	1					70			
VUELING AIRLINES	PACT	27	8		16	4	213			80%
WEST JET AIRLINES	PACT	4				4	148			100%

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CDRL	1,652	178		540	969	144	£ 309,740	£ 574	36%
CDRL	392	38	8	144	205	45	£ 94,435	£ 656	41%
PACT	184	47	3	199	121	25	£ -	£ -	62%