

OFFICIAL-SENSITIVE PERSONAL
Handling Instructions:

Quarterly complaints data for Q1 2021 from the CAA Approved ADR entities and the CAA's Passenger Advice and Complaints Team

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 CANADA	CDRL	22				2	641.923436	0		
AIR CHINA	CDRL	2					436.3001745			
AIR FRANCE / KLM	CDRL	69	1		21	31	241.5083924	9160.19	436	40%
AIR MAURITIUS LTD	CDRL					1		0		
AIR PORTUGAL	CDRL	115	1		82	24	2250.504423	52651.33	642	77%
DELTA AIRLINES	CDRL	5					231.5029169			
EASYJET UK LTD	CDRL	543	6		178	1050	575.7076538	85569.25	481	15%
EGYPT AIR	CDRL	2			1	2	81.06683961	651	651	33%
NORWEGIAN AIR UK LTD	CDRL				7			4266	609	100%
OMAN AIR	CDRL	15			5		3498.134328	3988.72	798	100%
SOUTH AFRICAN AIRWAYS	CDRL	4								
THY TURKISH AIRLINES	CDRL	41	1		6	7	343.6004418	2732.54	455	46%
TUI AIRWAYS LTD	CDRL	26			109	844	127.9855081	98564.39	904	11%
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	74			21	19	725.0494797	20077.83	956	53%
WIZZ AIR	CDRL	200	4		69	53	406.8956851	23105.66	335	57%
BRISTOL	CEDR	1					6.445583164			
BRITISH AIRWAYS PLC	CEDR	554	30	4	290	454	352.0892726	242664.85	837	39%
HEATHROW	CEDR	2			1		0.667186182	500	500	100%
AEGEAN AIRLINES	PACT	1			5	5	38			50%
AER LINGUS	PACT	7			5	12	58			29%
AEROFLOT	PACT	8			8	10	261			44%
AEROMEXICO	PACT	5	1			11				
AIR ARABIA MAROC	PACT	2	1		2	8	773			20%
AIR EUROPA	PACT	10	2		4	13	673			24%
AIR INDIA	PACT	14	2		7	25	199			22%
AIR MALTA	PACT				1	3				25%
AIR MOLDOVA INTERNATIONAL	PACT					3				
AIR NEW ZEALAND LTD	PACT				1					100%
AIR TRANSAT	PACT	7	2		32	46	4505			41%
ALBA STAR	PACT					1				
ALITALIA (CAI)	PACT	2			9	7	99			56%
AMERICAN AIRLINES	PACT	3	1		1	4	96			20%
AURIGNY AIR SERVICES	PACT				3	1				75%
AVIANCA COLOMBIA	PACT	3	1		1	5	1779			17%
AZERBAIJAN AIRLINES (AZAL)	PACT	1					250000			
BEIJING CAPITAL AIRLINES	PACT				1					100%
BH AIR	PACT					4				
BIMAN BANGLADESH AIRLINES	PACT					1				
BLUE AIR	PACT	9			2	8	347			20%
BLUE ISLANDS LIMITED	PACT				1	1				50%
BRITISH AIRWAYS PLC	PACT	1					1			
BRUSSELS AIRLINES	PACT					2				
BULGARIA AIR	PACT					3				

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CATHAY PACIFIC AIRWAYS	PACT	1				1	54			
CHINA AIRLINES	PACT	1					492			
CHINA EASTERN AIRLINES	PACT					2				
CHINA SOUTHERN	PACT					1				
CONDOR	PACT					1				
CORENDON AIRLINES	PACT				1	1				50%
CROATIA AIRLINES	PACT	1				2	716			
EL AL	PACT	2				3	327			
EMIRATES	PACT	7	1		9	21	30			30%
ENTER AIR	PACT	1			3	12	8			20%
ETHIOPIAN AIRLINES	PACT		1		4	3	25			57%
ETIHAD AIRWAYS	PACT	4	1		7	3	92			70%
EVA AIR	PACT				1	1				50%
EVELOP	PACT					1				
FINNAIR	PACT	2			3	2	77			60%
FLYBOSNIA	PACT					1				
FLYONE	PACT					1				
GEORGIAN AIRWAYS	PACT	1	1			2				
GULF AIR	PACT	3	2			4	256			
HAINAN AIRLINES	PACT				4	3				57%
IBERIA	PACT	16	4		11	10	332			52%
ICELANDAIR	PACT	4			5		944			100%
JAPAN AIRLINES	PACT					1				
JET2.COM LTD	PACT	4			5	27	13			16%
KENYA AIRWAYS	PACT				2	2				50%
KUWAIT AIRWAYS	PACT				1					100%
LEVEL EUROPE	PACT					1				
LOGANAIR LTD	PACT	8	2		20	10	128			67%
LOT-POLISH AIRLINES	PACT	1			4	4	59			50%
LUFTHANSA	PACT					1				
LUXAIR	PACT				1	1				50%
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	1	1		6		1179			100%
MONTENEGRO AIRLINES	PACT	1								
NEOS SPA	PACT	1				1				
NORWEGIAN AIR SHUTTLE	PACT	40	7		15	37				29%
OLYMPIC AIRWAYS	PACT				1					100%
PAKISTAN INTL AIRLINES	PACT	1				12				
PEGASUS AIRLINES	PACT	1			6	2	14			75%
PHILIPPINE AIRLINES	PACT	4	1		2	1	1666			67%
QANTAS	PACT					1				
QATAR AIRWAYS	PACT	15	10		5	23	173			18%
ROYAL AIR MAROC	PACT	6	1			9	817			
ROYAL JORDANIAN	PACT	2	1		2	2	914			50%
RYANAIR	PACT	190	67		115	167	198			41%
S7 AIRLINES (SIBERIA AIRLINES)	PACT					1				
SAS	PACT					2				
SATA AIR ACORES	PACT				1					100%
SAUDI ARABIAN AIRLINES	PACT					1				
SHENZHEN AIRLINES	PACT				1					100%
SINGAPORE AIRLINES	PACT	1				1	55			

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SMARTWINGS	PACT					1				
SRILANKAN AIRLINES	PACT	2	1		2	1	1191			67%
STOBART AIR	PACT				1	6				14%
SWISS AIRLINES	PACT				3					100%
TAROM	PACT	1					232			
THAI AIRWAYS INTERNATIONAL	PACT					1				
TIANJIN AIRLINES	PACT					1				
TITAN AIRWAYS LTD	PACT					1				
TUNISAIR	PACT	2			1	1	1425			50%
TURKMENISTAN AIRLINES	PACT					1				
UKRAINE INTERNATIONAL AIRLINES	PACT	4			2	3	633			40%
UNITED AIRLINES	PACT	3			9	14	80			39%
UZBEKISTAN AIRLINES	PACT					2				
VIETNAM AIRLINES	PACT					2				
VIRGIN ATLANTIC AIRWAYS LTD	PACT					1				
VISTARA	PACT		1				72			
VUELING AIRLINES	PACT	33	2		35	36	1276			49%
WEST JET AIRLINES	PACT	4			17	7	735			71%
WIDEROE FLYVESELSKAP A/S	PACT				1	2				33%
		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
CDRL	TOTAL	1,118	13	-	499	2,033	489	£300,767	£603	20%
CEDR	TOTAL	557	30	4	291	454	123	£243,165	£836	39%
PACT	TOTAL	441	114	-	389	635	118	£-	£-	38%