

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	6	1					346 £		
AIR CANADA	CDRL	4	5			3		60 £	3,605 £	1,202
AIR FRANCE / KLM	CDRL	93	36			3		172 £	19,736 £	519
AIR PORTUGAL	CDRL	50	11			32		471 £	21,881 £	576
ASIANA AIRLINES	CDRL					1		£	-	
DELTA AIRLINES	CDRL	4				4		40 £	-	
EASYJET UK LTD	CDRL	373	76			118		338 £	52,594 £	446
EGYPTAIR	CDRL	2	3			7		118 £	6,203 £	3,101
OMAN AIR	CDRL	4	2			4		384 £	294 £	294
ROYAL BRUNEI AIRLINES	CDRL	1				1		1,239 £	-	
RYANAIR	CDRL	713	118			164		638 £	73,555 £	449
SOUTH AFRICAN AIRWAYS	CDRL	2								
THY TURKISH AIRLINES	CDRL	36	17			23	12	152 £	24,461 £	1,064
TUI AIRWAYS LTD	CDRL	75	3			28	33	77 £	21,046 £	752
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	76	13			19	55	157 £	19,957 £	1,050
WIZZ AIR	CDRL	393	46			113	248	294 £	44,767 £	396
BRITISH AIRWAYS PLC	CEDR	595	33	10		302	179	123 £	258,355 £	889
HEATHROW	CEDR			2		1		0 £	250 £	250
SAS	CEDR	3				1		21		
ALSEAN AIRLINES	PACT	2				1		31		100%
AER LINGUS	PACT	10				8	2	26		80%
AEROFLOT	PACT	1				4		33		100%
AEROMEXICO	PACT	4	1							
AIR ALGERIE	PACT					2				100%
AIR ARABIA MAROC	PACT					1				100%
AIR CORSICA	PACT	1	1							
AIR EUROPA	PACT	6	3			6	1	216		80%
AIR INDIA	PACT	17	3			4	6	122		40%
AIR MALTA	PACT					1				100%
AIR NEW ZEALAND LTD	PACT					1				100%
AIR TRANSAT	PACT	1				1	1	55		
AMERICAN AIRLINES	PACT	2	2			1		12		
ARRIA	PACT					1				
AVIANCA COLOMBIA	PACT	2								
AZERBAIJAN AIRLINES (AZAL)	PACT					4				
BIMAN BANGLADESH AIRLINES	PACT	1						41		
BLUE AIR	PACT	13	3			4	2	361		67%
CATHAY PACIFIC AIRWAYS	PACT	1				1		24		
EASTERN AIRWAYS	PACT	1	1					78		
EL AL	PACT	1				2		24		100%
EMIRATES	PACT	6	1			7	6	13	10	13%
ENTER AIR	PACT	1				3		5		
ETHIOPIAN AIRLINES	PACT	4	1			1	1	119		50%
ETIHAD AIRWAYS	PACT	9	3			1	1	60		50%
EVA AIR	PACT	1				1		31		
FINNAIR	PACT	1	1					24		
FLYBOSNIA	PACT	1								
GLESE AIR	PACT	5	2				1	97		
HEXY	PACT	1								
IBERIA	PACT	9				12	3	64		80%
ISLES OF SCILLY SKYBUS	PACT						3			
JAPAN AIRLINES	PACT	1						77		
JAZEERA AIRWAYS	PACT					2				
JETZ.COM LTD	PACT	20	2	1		4	14	13		22%
KENYA AIRWAYS	PACT	1				1		47		100%
LATAM AIRLINES BRASIL	PACT	1				1		80		100%
LAUDA MOTION GMBH	PACT					1				100%
LOGANAIR LTD	PACT	14				3	2	49		60%
LOT POLISH AIRLINES	PACT	1				1		31		
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	1						137		
NORWEGIAN AIR SHUTTLE	PACT	19	1							
PAKISTAN INTL AIRLINES	PACT	5				2				
PEGASUS AIRLINES	PACT	7	1			4	6	63		40%
PULLMANTUR AIR	PACT					2				
QANTAS	PACT	2				2		84		
QATAR AIRWAYS	PACT	38	1			12	10	136		55%
ROYAL AIR MAROC	PACT	7	1			1	8	1,667		11%
RYANAIR	PACT					44	32			58%
SAS	PACT					1				100%
SAUDI ARABIAN AIRLINES	PACT					1	1			
SHENZHEN AIRLINES	PACT	1				1				100%
SINGAPORE AIRLINES	PACT	1						12		
SRI LANKAN AIRLINES	PACT	5						197		
STOBART AIR	PACT					3				100%
SWISS AIRLINES	PACT	1						7		
THAI AIRWAYS INTERNATIONAL	PACT	3						171		
TRANSavia	PACT		1					2,700		
TUNISAIR	PACT					2				100%
UNITED AIRLINES	PACT	2				3		12		100%
VISTARA	PACT	1						31		
VOLOTEA	PACT	1								100%
VUELING AIRLINES	PACT	17	5			29	3	186		91%
WESTJET AIRLINES	PACT	3				2		96		100%

  

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CDRL	TOTAL	1,722	331		547	1,420	136	£ 288,098	£ 577	38%
CEDR	TOTAL	602	33	12	303	179	45	£ 258,635	£ 887	63%
PACT	TOTAL	752	32	1	163	127	50	£ -	£ -	56%