

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	10			1	2	518	€668	€668	33%
AIR CANADA	CDRL	11	2		8	3	101	€4,678	€585	73%
AIR FRANCE / KLM	CDRL	193	42	1	63	62	333	€40,177	€638	50%
AIR PORTUGAL	CDRL	62	4		51	13	446	€32,801	€643	80%
DELTA AIRLINES	CDRL	2	1		3	3	25	€3	€3	38%
EASJET UK LTD	CDRL	1066	62		203	331	216	€79,462	€391	39%
EGYPTAIR	CDRL	2	1			3	55	€0	€0	
GARUDA INDONESIA	CDRL	1								
NORWEGIAN AIR LIE LTD	CDRL				1			€370	€370	100%
OMAN AIR	CDRL	3	2		26	2	232	€10,320	€397	93%
RYANAIR	CDRL	1316	111		205	492	240	€98,481	€480	29%
SOUTH AFRICAN AIRWAYS	CDRL	8								
THY TURKISH AIRLINES	CDRL	43	8		24	27	151	€28,766	€1,199	47%
TUI AIRWAYS LTD	CDRL	271	1		7	44	238	€6,048	€864	14%
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	77	2		18	30	106	€17,514	€973	38%
WIZZ AIR	CDRL	721	20	1	88	131	682	€32,189	€491	40%
BRITISH AIRWAYS PLC	CEDR	1010	40	3	409	268	196	€369,492	€903	60%
HEATHROW	CEDR			1			1	€0	€0	
MANCHESTER	CEDR		1	3			3	€787	€262	100%
SAS	CEDR	8	1	3			81	€787	€262	100%
AEGEAN AIRLINES	PACT				1	1				50%
AER LINGUS	PACT	6	1		3	2	17			60%
AEROFLOT	PACT	1			1	2	50			33%
AEROMEXICO	PACT	6	1			6				
AIR ALGERIE	PACT	2					273			
AIR ARABIA MAROC	PACT	1			1		287			100%
AIR EUROPA	PACT	3	1		6		86			100%
AIR INDIA	PACT	9			2	13	57			13%
AIR MALTA	PACT				1					100%
AIR MOLDOVA INTERNATIONAL	PACT	1					161			
AIR NUGINI	PACT		1							
AIR TRANSAT	PACT				2	3				40%
ALL NIPPON AIRWAYS	PACT	1					306			
AMERICAN AIRLINES	PACT	1	1		2	1	6			67%
ARIK AIR	PACT					1				
AVIANCA COLOMBIA	PACT	4	3		2	2	3022			
AZEBAIJAN AIRLINES (AZAL)	PACT					4				
BH AIR	PACT	1								
BLUE AIR	PACT	5	2		10	4	209			71%
BLUE ISLANDS LIMITED	PACT	1			2		17			100%
BRISQELS AIRLINES	PACT	1					19			
CATHAY PACIFIC AIRWAYS	PACT	1			1	2	114			
CROATIA AIRLINES	PACT					1				
EASTERN AIRWAYS	PACT	3					131			
EMIRATES	PACT	14	2	1	1	1	19			50%
ETHIOPIAN AIRLINES	PACT	1	1		1		35			
ETHIAD AIRWAYS	PACT	7	2		3	7	53			30%
FINNAIR	PACT					2				
FLYDUBAI	PACT	1								
GEORGIAN AIRWAYS	PACT	1								
GULF AIR	PACT	2				3	26			
HERBECIAN AIR SERVICE	PACT	1								
IBERIA	PACT	26	8		4	1	216			80%
JAPAN AIRLINES	PACT	1				1	53			
JAZZ AIRWAYS	PACT					3				
JET2.COM LTD	PACT	18	2	1	3	13	13			19%
JETBLUE	PACT	1	1				71			
KENYA AIRWAYS	PACT	1					40			
LATAM AIRLINES BRASIL	PACT	5	6				212			
LOGANAIR LTD	PACT	9	1		4	7	44			36%
LOT-POLISH AIRLINES	PACT	1					33			
LUFTHANSA	PACT	2			3		7			100%
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	4					226			
NORWEGIAN AIR SHUTTLE	PACT	21	4		2	11	327			15%
NOUVEL AIR TUNISIE	PACT	1					752			
PAKISTAN INTL AIRLINES	PACT	3			1	1				50%
PEGASUS AIRLINES	PACT	3	1		3	2	27			
PHILIPPINE AIRLINES	PACT	1			1	3	285			75%
QANTAS	PACT	1			1		18			100%
QATAR AIRWAYS	PACT	51	10	1	6	10	152			38%
ROYAL AIR MAROC	PACT	3	2			24	252			
ROYAL JORDANIAN	PACT	1			1		34			100%
ERWANDOR	PACT									
RYANAIR	PACT				8	24				25%
SAUDI ARABIAN AIRLINES	PACT	5				1	67			
SCOTT	PACT	1	1				1101			
SINGAPORE AIRLINES	PACT	3					23			
SRI LANKAN AIRLINES	PACT	1					23			
SUN EXPRESS DEUTSCHLAND	PACT	1	1				102			100%
TAROM	PACT		1							
THAI AIRWAYS INTERNATIONAL	PACT	8			1	3	255			25%
TUNISAIR	PACT				2					100%
UKRAINE INTERNATIONAL AIRLINES	PACT	1			1	1	134			50%
UNITED AIRLINES	PACT	2	1				17			
VISTARA	PACT		2				59			
VUELING AIRLINES	PACT	40	11		20	5	417			80%
WEST JET AIRLINES	PACT	1			2		41			100%
CDRL	TOTAL	3789	266	2	895	1133	258	€ 362,675	€ 522	38%
CEDR	TOTAL	1018	41	2	412	269	194	€ 370,280	€ 899	60%
PACT	TOTAL	290	67	2	96	170	58	€ 58	€	36%