		Complaints Received in Quarter							Complaints Resolved in Quarter									Ongoing cases		
Airline / Airport Name	ADR entity name / PACT	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation	Total accepted cases opened	Complaints per million pax	Total cases opened & rejected in quarter	Remedy awarded - Settled by Airline	Remedy awarded - Adjudicated in favour of passenger	No remedy awarded	Total cases adjudicated	Uphold rate for consumers	Total awarded (£)	Average award (£)	Total cases rejected or discontinued	Total cases closed	Open cases at the END of quarter	Open cases at START of quarter	Overdue payments at the end of the quarter
AIR ASTANA	CDRL	2	0	0	0	2	127	1	0	0	0	0	0%	£0	£0	0	0	4	1	
AIR BALTIC	CDRL	11	0	0	0	11	171	0	0	2	4	6	33%	£687	£343	0	6	21	16	
AIR CANADA	CDRL	53	10	0	0	63	124	28	0	0	2	2	0%	£0	£0	42	44	155	108	
AIR CHINA	CDRL	2	0	0	0	2	489	0	0	0	0	0	0%	£0	£0	1	1	12	11	
AIR FRANCE / KLM	CDRL	448	56	3	0	507	393	167	43	26	35	104	66%	£44,040	£638	235	339	1239	904	
AIR INDIA	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	17	17	
AIR MAURITIUS LTD	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	1	1	
AIR PORTUGAL	CDRL	197	19	1	0	217	752	57	46	6	6	58	90%	£30,726	£591	64	122	439	287	22
ASIANA AIRLINES	CDRL	1	0	0	0	1	46	2	0	0	0	0	0%	£0	£0	4	4	1	2	
CITY JET	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	0	0	
DELTA AIRLINES	CDRL	37	1	1	0	39	97	10	0	0	2	2	0%	£0	£0	13	15	68	34	2
EAST MIDLANDS INTERNATIONAL	CDRL	2	0	0	0	2	2	0	0	0	0	0	0%	£0	£0	1	1	4	3	
EASYJET UK LTD	CDRL	1692	109	13	0	1814	151	141	397	64	232	693	67%	£276,631	£600	386	1079	4904	4028	
EGYPTAIR	CDRL	16	2	0	0	18	209	16	0	0	0	0	0%	£0	£0	20	20	40	26	
EMIRATES	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	62	62	
FLYBE LTD	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	443	443	
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	1	0	0	0	0	0%	£0	£0	4	4	1	4	2
HUMBERSIDE	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	1	1	
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	855	855	
OMAN AIR	CDRL	2	0	0	0	2	50	5	0	0	0	0	0%	£0	£0	6	6	49	48	32
ROYAL BRUNEI AIRLINES	CDRL	3	0	0	0	3	205	3	0	0	0	0	0%	£0	£0	2	2	7	3	
RYANAIR	CDRL	3063	209	23	0	3295	266	792	50	26	600	676	11%	£40,325	£531	937	1613	7088	4614	5
SATA AIR ACORES	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	0	0	
SMALL PLANET AIRLINES UAB	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	0	0	
SOUTH AFRICAN AIRWAYS	CDRL	0	0	0	0	0	0	2	0	0	0	0	0%	£0	£0	0	0	6	4	13
THY TURKISH AIRLINES	CDRL	114	15	0	0	129	180	56	11	4	10	25	60%	£20,147	£1,343	63	88	307	210	
TUI AIRWAYS LTD	CDRL	888	36	5	0	929	193	119	93	11	62	166	63%	£97,799	£940	192	358	1927	1238	4
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	109	11	0	0	120	95	15	10	8	20	38	47%	£17,663	£981	27	65	258	188	
VISTARA	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	0	0	
WEST JET AIRLINES	CDRL	0	0	0	0	0		0	-	-		0	-	-		0	0	0	0	
WIZZ AIR	CDRL	3023	190	16	0	3229	111	433	657	31	44	732	94%	£392,246	£570	664	1396	6234	3968	121
BRISTOL	CEDR	0	0	0	0	0	0	7	0	1	0	1	100%	£100	£100	8	9	1	3	
BRITISH AIRWAYS PLC	CEDR	1718	138	15	18	1889	208	422	833	294	279	1406	80%	£880,223	£781	458	1864	2334	1887	
CATHAY PACIFIC AIRWAYS	CEDR	2	0	0	0	2	10	3	1	1	0	2	100%	£2,679	£1,339	1	3	3	1	
EASYJET UK LTD	CEDR	0	0	0	0	0	151	0	-	-		0	-	-		0	0	0	0	
GATWICK	CEDR	0	0	0	0	0	0	16	0	1	1	2	50%	£100	£100	29	31	0	15	
HEATHROW	CEDR	2	0	1	0	3	0	35	1	1	1	3	67%	£0	£0	40	43	4	9	
MANCHESTER	CEDR	0	1	0	0	1	0	5	1	0	0	1	100%	£750	£750	9	10	7	11	
SAS	CEDR	28	2	0	0	30	94	10	19	3	2	24	92%	£19,153	£871	9	33	17	13	
STANSTED	CEDR	0	1	1	0	2	0	4	1	0	0	1	100%	£150	£150	4	5	2	1	
Total	**CDRL**	9663	658	62	0	10383		1848	1307	178	1017	2502	59%	£920,263	£620	2661	5163	24143	17076	201
Total	**CEDR**	1750	142	17	18	1927		502	856	301	283	1440	80%	£903,154	£781	558	1998	2368	1937	0
AEGEAN AIRLINES	PACT	7	2	0	1	10	73	0		0	0	0	0%	-		0	0	14	4	
AER LINGUS	PACT	51	2	0	1	54	56	1		6	4	10	60%	-		4	14	74	33	
AEROFLOT	PACT	0	0	0	0	0	0	0		0	1	1	0%	-		0	1	0	1	
AEROMEXICO	PACT	5	0	0	0	5	126	0		0	3	3	0%	-		0	3	5	3	
AIR ALGERIE	PACT	1	0	0	0	1	114	0		0	0	0	0%	-		0	0	2	1	
AIR EUROPA	PACT	7	1	0	0	8	124	0		4	0	4	100%	-		1	5	14	11	
AIR FRANCE / KLM	PACT	0	0	0	0	0	0	1		0	0	0	0%	-		2	2	0	1	
AIR INDIA	PACT	9	0	0	1	10	43	1		7	8	15	47%	-		2	17	21	27	
AIR NEW ZEALAND LTD	PACT	2	0	0	0	2	0	0		0	0	0	0%	-		1	1	2	1	
AIR TRANSAT	PACT	8	1	0	0	9	54	1		1	1	2	50%	-		1	3	6	2	
ALBA STAR	PACT	1	0	0	0	1	46	0		0	0	0	0%	-		0	0	1	0	
ALL NIPPON AIRWAYS	PACT	2	0	0	0	2	77	0		0	0	0	0%	-		0	0	4	2	
AMERICAN AIRLINES	PACT	7	0	1	3	11	9	3		3	1	4	75%	-		5	9	22	17	
AVIANCA COLOMBIA	PACT	4	0	0	0	4	96	0		2	1	3	67%	-		0	3	27	26	
BH AIR	PACT	1	1	0	0	2	44	0		1	0	1	100%	-		0	1	2	1	
BIMAN BANGLADESH AIRLINES	PACT	1	0	0	0	1	18	1		0	0	0	0%	-		1	1	3	3	
BLUE AIR	PACT	11	0	0	0	11	110	0		6	2	8	75%	-		2	10	28	27	
BLUE ISLANDS LIMITED	PACT	3	0	0	0	3	23	3		0	0	0	0%	-		4	4	4	2	
BLUE PANORAMA	PACT	0	0	0	0	0	0	0		0	1	1	0%	-		0	1	0	1	
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	0	2		0	0	0	0%	-		4	4	1	3	
BRUSSELS AIRLINES	PACT	0	0	0	0	0	0	0		0	1	1	0%	-		0	1	0	1	
CORENDON AIRLINES	PACT	14	0	0	0	14	121	0		3	0	3	100%	-		0	3	33	22	
EASTERN AIRWAYS	PACT	3	0	0	0	3	61	0		2	0	2	100%	-		3	5	6	8	
EASYJET UK LTD	PACT	0	0	0	0	0	0	1		0	0	0	0%	-		1	1	0	0	
EL AL	PACT	0	0	0	0	0	0	0		1	0	1	100%	-		0	1	0	1	
EMERALD AIRLINES	PACT	4	0	0	0	4	179	0		1	0	1	100%	-		0	1	5	0	
EMIRATES	PACT	13	4	0	4	21	14	4		1	3	4	25%	-		4	8	44	27	
ENTER AIR	PACT	46	0	0	0	46	60	0		3	0	3	100%	-		0	3	47	4	
ETHIOPIAN AIRLINES	PACT	2	0	0	1	3	28	1		2	3	5	40%	-		1	6	6	8	
ETIHAD AIRWAYS	PACT	5	2	0	1	8	24	4		3	0	3	100%	-		4	7	21	16	
FINNAIR	PACT	5	1	0	0	6	35	1		0	0	0	0%	-		1	1	6	0	
FLYBE LTD	PACT	0	0	0	6	6	0	0		0	2	2	0%	-		0	2	12	8	
FLYBOSNIA	PACT	0	0	0	0	0	0	0		0	1	1	0%	-		0	1	0	1	
FREEBIRD AIRLINES	PACT	3	0	0	0	3	42	0		0	1	1	0%	-		0	1	6	4	
GULF AIR	PACT	8	1	0	1	10	82	2		4	4	8	50%	-		2	10	21	10	
HEBRIDEAN AIR SERVICE	PACT	0	0	0	0	0	0	0		1	0	1	100%	-		0	1	0	1	
IBERIA	PACT	11	2	0	0	13	56	0		20	4	24	83%	-		3	27	25	40	
ICELANDAIR	PACT	1	0	0	0	1	7	0		1	0	1	100%	-		0	1	2	2	
ITA AIRWAYS	PACT	4	1	0	0	5	44	1		1	0	1	100%	-		1	2	6	2	
JAPAN AIRLINES	PACT	0	0	0	0	0	0	0		1	1	2	50%	-		0	2	2	4	
JET2.COM LTD	PACT	308	3	1	12	324	49	10		500	19	519	96%	-		50	569	389	623	
JETBLUE	PACT	2	1	0	0	3	54	0		2	0	2	100%	-		0	2	4	3	
KENYA AIRWAYS	PACT	1	1	0	2	4	40	0		0	0	0	0%	-		0	0	9	5	
KOREAN AIR	PACT	2	0	0	0	2	60	0		0	0	0	0%	-		0	0	2	0	
KUWAIT AIRWAYS	PACT	1	0	0	0	1	10	0		0	0	0	0%	-		0	0	4	1	
LATAM AIRLINES BRASIL	PACT	0	1	0	0	1	14	0		5	0	5	100%	-		0	5	4	8	
LOGANAIR LTD	PACT	18	1	0	0	19	41	0		5	7	12	42%	-		0	12	33	26	
LOT-POLISH AIRLINES	PACT	2	3	0	0	5	68	1		2	0	2	100%	-		1	3	8	5	
LUFTHANSA	PACT	0	0	0	0	0	0	0		0	2	2	0%	-		0	2	4	6	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	3	1	0	2	6	43	0		4	2	6	67%	-		0	6	6	6	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	0	1	0	0	1	18	1		0	0	0	0%	-		1	1	2	1	
NEPAL AIRLINES CORPORATION	PACT	0	0	0	0	0	0	1		0	0	0	0%	-		1	1	0	0	
NORSE ATLANTIC	PACT	1	0	0	0	1	30	1		0	0	0	0%	-		1	1	1	0	
NORWEGIAN AIR INTERNATIONAL	PACT	1	0	0	0	1	3	0		0	0	0	0%	-		0	0	1	0	
NORWEGIAN AIR SHUTTLE	PACT	8	1	0	1	11	36	0		5	8	13	38%	-		0	13	29	31	
NOUVEL AIR TUNISIE	PACT	1	0	0	0	1	103	0		1	0	1	0%	-		0	1	1	0	
PAKISTAN INTL AIRLINES	PACT	3	0	0	0	3	0	0		1	1	2	50%	-		0	2	6	5	
PEGASUS AIRLINES	PACT	2	0	0	0	2	7	0		2	4	6	33%	-		0	6	7	11	
PHILIPPINE AIRLINES	PACT	0	0	0	0	0	0	0		0	1	1	0%	-		0	1	1	2	
QANTAS	PACT	9	0	0	1	10	42	1		5	0	5	100%	-		1	6	15	5	
QATAR AIRWAYS	PACT	90	7	0	5	102	142	4		72	25	97	74%	-		5	102	169	165	
ROYAL AIR MAROC	PACT	6	0	0	0	6	114	1		0	6	6	0%	-		1	7	9	9	
RYANAIR	PACT	0	0	0	0	0	0	0		0	1	1	0%	-		1	2	0	2	
SATA AIR ACORES	PACT	0	0	0	0	0	0	0		0	0	0	0%	-		1	1	0	0	
SAUDI ARABIAN AIRLINES	PACT	12	0	0	0	12	64	1		5	4	9	63%	-		2	10	17	14	
SCOOT	PACT	5	0	0	0	5	590	1		1	1	2	50%	-		1	3	13	10	
SINGAPORE AIRLINES	PACT	3	0	0	0	3	12	0		1	0	1	100%	-		0	1	5	3	
SKY EXPRESS SA	PACT	2	0	0	0	2	93	1		0	1	1	0%	-		1	2	5	4	
SRILANKAN AIRLINES	PACT	7	0	0	0	7	135	0		3	0	3	100%	-		0	3	9	4	
SUN EXPRESS DEUTSCHLAND	PACT	2	1	0	0	3	0	0		2	0	2	100%	-		0	2	11	14	
TAROM	PACT	1	0	0	0	1	54	0		0	1	1	0%	-		0	1	1	1	
THAI AIRWAYS INTERNATIONAL	PACT	18	0	0	1	19	188	2		1	5	6	17%	-		4	10	27	16	
TRANSAVIA	PACT	0	0	0	0	0	0	0		0	1	1	0%	-		0	1	0	1	
TUNISAIR	PACT	2	0	0	0	2	165	0		0	0	0	0%	-		0	0	2	0	
UKRAINE INTERNATIONAL AIRLINES	PACT	1	0	0	0	1	152	0		0	0	0	0%	-		0	0	4	3	
UNITED AIRLINES	PACT	19	0	0	0	19	26	1		3	2	5	60%	-		2	7	25	12	
VISTARA	PACT	0	0	0	0	0	0	0		0	1	1	0%	-		0	1	0	1	
VUELING AIRLINES	PACT	64	6	0	0	70	76	1		44	9	53	83%	-		1	54	130	113	
WEST JET AIRLINES	PACT	14	1	0	2	17	69	4		8	3	11	73%	-		7	18	35	32	
AIR DOLOMITI	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
AIR MOLDOVA INTERNATIONAL	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
AIR NIUGINI	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
AIR SERBIA	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	2	2	
ARKIA	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
AUSTRIAN AIRLINES	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
BULGARIA AIR	PACT	0	0	0	1	1	N/A	0		0	0	0	0%	-		0	0	3	2	
CHINA SOUTHERN	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	2	2	
FLYDUBAI	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
HAHN AIR	PACT	0	0	0	2	2	N/A	0		0	0	0	0%	-		0	0	2	0	
IPS AIRWAYS	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
ISLES OF SCILLY SKYBUS	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
ROYAL JORDANIAN	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
SPICEJET	PACT	0	0	0	1	1	N/A	0		0	0	0	0%	-		0	0	1	0	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
TUI AIRWAYS LTD	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
VIETNAM AIRLINES	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0	1	1	N/A	0		0	0	0	0%	-		0	0	1	0	
WIZZ AIR	PACT	0	0	0	0	0	N/A	0		0	0	0	0%	-		0	0	1	1	
Total	PACT	847	46	2	53	948		59	0	745	146	891	84%	-		128	1019	1490	1502	0