Finance and Corporate Services
Information Management

5 December 2011
FOIA reference: F0001250

Dear XXXX

I am writing in respect of your recent application of 9 November 2011, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

1. How does the CAA keep track of incidences of airlines failing in their duty to uphold EU law on denied boarding, cancellation and delays?

2. How many complaints has the CAA received regarding denied boarding, cancellation and delays for each airline within its jurisdiction (including any non-UK-registered airlines over which it has some authority) in each of the past 5 years

3. Copies of any correspondence sent to and received by each airline within its jurisdiction (including any non-UK-registered airlines over which it has some authority) regarding compliance or non-compliance with EU law on denied boarding, cancellation and delays.

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000, we are able to provide the information below.

1. Complaints are received from passengers and are recorded in a database. We also receive intelligence from industry sources, consumer groups, other Regulators, incidences reported in the Press and pro-active monitoring.

2. Please refer to the spreadsheet attached relating to the numbers of complaints received regarding denied boarding, cancellation and delays by airline in each of past 5 years.

   Please note; the numbers are for all complaints received by the CAA but some of these will be for incidents that occurred elsewhere and it is for other National Enforcement Bodies (NEB) to handle these. The CAA refer these to the relevant NEB.

   We have also included the number of complaints we have referred from the complaints we received in the spreadsheet for each year. Please also note there is a separate tab for each year.

   We should explain what the different categories (complaint types) are that cover the complaints within your request.

Civil Aviation Authority
Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR www.caa.co.uk
Telephone 01293 768512 rick.chatfield@caa.co.uk

For Cancellation the codes are;

Cancellation (EC) Flight safety
Cancellation (EC) Other
Cancellation (EC) Weather
Cancellation (EC) Possible breach
Cancellation (EC) – this is an old code and is only on 2006/2007 spreadsheet and is shown as 'C' and is no longer used.

For Delays the codes are;

Delay 5hr+ (EC)
Delay (EC) no assistance/Breach
Delay (EC) – this is an old code and is only on 2006/2007 spreadsheet and is shown as 'D' and is no longer used.

For denied boarding, there is only one code Denied Boarding (EC)

3. We write to the airlines on a daily basis taking up individual complaints (the numbers can be found within the spreadsheet) and there can often be many pieces of correspondence for each complaint. Therefore, while the information you have requested is held by the CAA, we have estimated that the cost of complying fully with the request would be approximately £87,650 (21040 files, 10 Minutes per file = 3506 Hours at £25 per hour) to extract correspondence with airlines and therefore exceeds the appropriate limit of £450, under the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

   Section 12 of the Freedom of Information Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request exceeds the appropriate limit (a copy of this exemption can be found below). We are therefore, unable to comply with your request.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office

FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at http://www.caa.co.uk/foi.

Yours sincerely

Rick Chatfield
FoIA & EIR Case Manager

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

Freedom of Information Act : Section 12

Exemption where cost of compliance exceeds appropriate limit.

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

(2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.

(3) In subsections (1) and (2) "the appropriate limit" means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.

(4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority-

(a) by one person, or

(b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,

the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.

(5) The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated.

01Nov06-31Oct07

	CarrierCategoryDescr	
1	C - DO NOT USE	Aer Arann
3	C - DO NOT USE	Aer Lingus
2	Cancellation (EC) Other	Aer Lingus
1	Cancellation (EC) Weather	Aer Lingus
1	Delay (EC) No asstnc./Breach	Aer Lingus
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Aer Lingus
1	Denied boarding (EC)	Aer Lingus
1	Cancellation (EC) Flight safety	Aeroflot
1	Denied boarding (EC)	Aeroflot
2	Denied boarding (EC)	Aerolineas Argentinas
1	D - DO NOT USE	Afriqiyah Airways
1	Cancellation (EC) Other	Air Baltic
1	Cancellation (EC) Other	Air Berlin
1	Denied boarding (EC)	Air Berlin
1	C - DO NOT USE	Air Canada
3	Cancellation (EC) Flight safety	Air Canada
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Canada
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Comet
1	Cancellation (EC) Other	Air Europa
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Europa
10	C - DO NOT USE	Air France
6	Cancellation (EC) Flight safety	Air France
7	Cancellation (EC) Other	Air France
3	Cancellation (EC) Poss. Breach	Air France
3	Cancellation (EC) Weather	Air France
4	D - DO NOT USE	Air France
4	Delay (EC) No asstnc./Breach	Air France
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air France
7	Denied boarding (EC)	Air France
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air France (bag) DO NOT USE*
18	C - DO NOT USE	Air India

1	Cancellation (EC) Flight safety	Air India
7	Cancellation (EC) Other	Air India
2	Cancellation (EC) Poss. Breach	Air India
1	Cancellation (EC) Weather	Air India
6	D - DO NOT USE	Air India
2	Delay (EC) No asstnc./Breach	Air India
13	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air India
8	Denied boarding (EC)	Air India
1	Cancellation (EC) Other	Air Italy
1	C - DO NOT USE	Air Jamaica
2	Cancellation (EC) Flight safety	Air Jamaica
1	Cancellation (EC) Weather	Air Jamaica
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Jamaica
1	Cancellation (EC) Other	Air Madrid
1	Cancellation (EC) Poss. Breach	Air Malta
1	D - DO NOT USE	Air Malta
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Malta
2	Denied boarding (EC)	Air Malta
1	Cancellation (EC) Weather	Air Mauritius
1	Denied boarding (EC)	Air One
2	C - DO NOT USE	Air Sahara
8	C - DO NOT USE	Air Scotland
1	Cancellation (EC) Other	Air Scotland
2	C - DO NOT USE	Air South West
2	Cancellation (EC) Poss. Breach	Air South West
2	Denied boarding (EC)	Air Transat
1	C - DO NOT USE	Airport
1	Cancellation (EC) Other	Airport
1	C - DO NOT USE	Airtours International Airways Ltd
3	C - DO NOT USE	Ajet Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ajet Airways
12	C - DO NOT USE	Alitalia
5	Cancellation (EC) Flight safety	Alitalia
6	Cancellation (EC) Other	Alitalia
1	Cancellation (EC) Weather	Alitalia

1	D - DO NOT USE	Alitalia
10	Denied boarding (EC)	Alitalia
3	Cancellation (EC) Flight safety	American Airlines
3	Cancellation (EC) Weather	American Airlines
1	Cancellation (EC) Poss. Breach	Astraeus Ltd
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Astraeus Ltd
2	Denied boarding (EC)	Astraeus Ltd
1	Cancellation (EC) Weather	Atlantic Airways (Faroe Islands)
1	C - DO NOT USE	Atlas Blue
1	Cancellation (EC) Other	Atlas Blue
2	Cancellation (EC) Poss. Breach	Atlas Blue
1	D - DO NOT USE	Atlas Blue
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Atlas Blue
1	Cancellation (EC) Weather	Aurigny Air Services
1	C - DO NOT USE	Austrian Airlines
1	C - DO NOT USE	Balkan Bulgarian Airlines
1	D - DO NOT USE	Balkan Bulgarian Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Balkan Bulgarian Airlines
1	Cancellation (EC) Other	Biman Bangladesh Airlines
1	D - DO NOT USE	Blue1
13	C - DO NOT USE	BMI
3	Cancellation (EC) Flight safety	BMI
5	Cancellation (EC) Other	BMI
2	Cancellation (EC) Poss. Breach	BMI
3	Cancellation (EC) Weather	BMI
3	D - DO NOT USE	BMI
1	Delay (EC) No asstnc./Breach	BMI
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	BMI
7	Denied boarding (EC)	BMI
71	C - DO NOT USE	bmi baby
33	Cancellation (EC) Flight safety	bmi baby
33	Cancellation (EC) Other	bmi baby
9	Cancellation (EC) Poss. Breach	bmi baby
13	Cancellation (EC) Weather	bmi baby
8	D - DO NOT USE	bmi baby

15	Delay (EC) No asstnc./Breach	bmi baby
22	Delay 5hr+ (EC) (could incl. no offer of Ref)	bmi baby
1	Denied boarding (EC)	bmi baby
103	C - DO NOT USE	British Airways plc
48	Cancellation (EC) Flight safety	British Airways plc
112	Cancellation (EC) Other	British Airways plc
30	Cancellation (EC) Poss. Breach	British Airways plc
35	Cancellation (EC) Weather	British Airways plc
28	D - DO NOT USE	British Airways plc
16	Delay (EC) No asstnc./Breach	British Airways plc
31	Delay 5hr+ (EC) (could incl. no offer of Ref)	British Airways plc
35	Denied boarding (EC)	British Airways plc
1	Cancellation (EC) Other	British Airways plc (DO NOT USE)
1	Cancellation (EC) Poss. Breach	British Mediterranean Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	British Mediterranean Airways
1	Denied boarding (EC)	British Mediterranean Airways
1	D - DO NOT USE	Britishjet.com
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Britishjet.com
1	C - DO NOT USE	Brussels Airlines
1	Cancellation (EC) Flight safety	Brussels Airlines
1	Cancellation (EC) Other	Brussels Airlines
3	Cancellation (EC) Other	Bulgaria Air
2	C - DO NOT USE	BWIA c/o Caribbean Airlines
1	Cancellation (EC) Flight safety	BWIA c/o Caribbean Airlines
1	D - DO NOT USE	BWIA c/o Caribbean Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	BWIA c/o Caribbean Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Cathay Pacific
1	Denied boarding (EC)	Cathay Pacific
1	C - DO NOT USE	Centralwings
1	Cancellation (EC) Flight safety	Centralwings
1	Cancellation (EC) Flight safety	China Eastern Airlines
1	Denied boarding (EC)	Clickair
3	Cancellation (EC) Flight safety	Continental Airlines
3	Cancellation (EC) Weather	Continental Airlines
1	D - DO NOT USE	Continental Airlines

5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Continental Airlines
1	Denied boarding (EC)	Continental Airlines
2	Denied boarding (EC)	Corsair
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Croatia Airlines
1	C - DO NOT USE	CSA Czech Airlines
1	Cancellation (EC) Other	CSA Czech Airlines
1	Denied boarding (EC)	CSA Czech Airlines
1	C - DO NOT USE	Cubana Airlines
1	D - DO NOT USE	Cubana Airlines
1	C - DO NOT USE	Cyprus Airways
3	Cancellation (EC) Flight safety	Cyprus Airways
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Cyprus Airways
2	Denied boarding (EC)	Cyprus Airways
1	C - DO NOT USE	Delta Airlines
5	Cancellation (EC) Flight safety	Delta Airlines
1	Cancellation (EC) Weather	Delta Airlines
3	Cancellation (EC) Flight safety	Eastern Airways
164	C - DO NOT USE	EasyJet
39	Cancellation (EC) Flight safety	EasyJet
91	Cancellation (EC) Other	EasyJet
22	Cancellation (EC) Poss. Breach	EasyJet
19	Cancellation (EC) Weather	EasyJet
15	D - DO NOT USE	EasyJet
8	Delay (EC) No asstnc./Breach	EasyJet
23	Delay 5hr+ (EC) (could incl. no offer of Ref)	EasyJet
17	Denied boarding (EC)	EasyJet
2	Cancellation (EC) Other	Emirates
3	D - DO NOT USE	Emirates
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Emirates
1	Denied boarding (EC)	Emirates
1	C - DO NOT USE	Ethiopian Airlines
1	D - DO NOT USE	Ethiopian Airlines
1	Delay (EC) No asstnc./Breach	Etihad Airways
1	Denied boarding (EC)	Etihad Airways
1	Cancellation (EC) Poss. Breach	Eurocypria Airlines Ltd

1	D - DO NOT USE	Eurocypria Airlines Ltd
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Eurocypria Airlines Ltd
1	Denied boarding (EC)	Eurocypria Airlines Ltd
1	Cancellation (EC) Other	Euromanx
1	Denied boarding (EC)	Euromanx
1	Cancellation (EC) Flight safety	European Aviation Air Charter Ltd
1	Cancellation (EC) Other	European Aviation Air Charter Ltd
1	Cancellation (EC) Poss. Breach	European Aviation Air Charter Ltd
6	C - DO NOT USE	Excel Airways
5	Cancellation (EC) Flight safety	Excel Airways
10	Cancellation (EC) Other	Excel Airways
11	D - DO NOT USE	Excel Airways
6	Delay (EC) No asstnc./Breach	Excel Airways
54	Delay 5hr+ (EC) (could incl. no offer of Ref)	Excel Airways
6	Denied boarding (EC)	Excel Airways
1	C - DO NOT USE	Finnair
2	C - DO NOT USE	First Choice
1	Cancellation (EC) Other	First Choice
4	D - DO NOT USE	First Choice
5	Delay (EC) No asstnc./Breach	First Choice
9	Delay 5hr+ (EC) (could incl. no offer of Ref)	First Choice
2	Denied boarding (EC)	First Choice
28	C - DO NOT USE	Flybe
48	Cancellation (EC) Flight safety	Flybe
108	Cancellation (EC) Other	Flybe
22	Cancellation (EC) Poss. Breach	Flybe
19	Cancellation (EC) Weather	Flybe
8	D - DO NOT USE	Flybe
20	Delay (EC) No asstnc./Breach	Flybe
39	Delay 5hr+ (EC) (could incl. no offer of Ref)	Flybe
8	Denied boarding (EC)	Flybe
2	C - DO NOT USE	FlyGlobespan
9	Cancellation (EC) Flight safety	FlyGlobespan
15	Cancellation (EC) Other	FlyGlobespan
3	Cancellation (EC) Poss. Breach	FlyGlobespan

2	D - DO NOT USE	FlyGlobespan
12	Delay (EC) No asstnc./Breach	FlyGlobespan
62	Delay 5hr+ (EC) (could incl. no offer of Ref)	FlyGlobespan
4	Denied boarding (EC)	FlyGlobespan
3	Cancellation (EC) Flight safety	Flyjet
1	D - DO NOT USE	Flyjet
1	Delay (EC) No asstnc./Breach	Flyjet
15	Delay 5hr+ (EC) (could incl. no offer of Ref)	Flyjet
3	Denied boarding (EC)	Flyjet
1	Cancellation (EC) Other	FlyWhoosh - UK Customer Centre
1	Cancellation (EC) Other	Futura International Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	GB Airways
3	Denied boarding (EC)	GB Airways
1	C - DO NOT USE	Ghana Airways (DO NOT USE)
1	Cancellation (EC) Other	Ghana Airways (DO NOT USE)
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ghana Airways (DO NOT USE)
1	Cancellation (EC) Other	Ghana International Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ghana International Airlines
1	Denied boarding (EC)	Ghana International Airlines
1	C - DO NOT USE	Gulf Air
3	Cancellation (EC) Flight safety	Gulf Air
3	Cancellation (EC) Other	Gulf Air
1	Denied boarding (EC)	Gulf Air
1	Delay (EC) No asstnc./Breach	Highland Airways
14	C - DO NOT USE	Iberia
1	Cancellation (EC) Flight safety	Iberia
11	Cancellation (EC) Other	Iberia
1	Cancellation (EC) Poss. Breach	Iberia
1	Cancellation (EC) Weather	Iberia
10	D - DO NOT USE	Iberia
4	Delay (EC) No asstnc./Breach	Iberia
8	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iberia
16	Denied boarding (EC)	Iberia
1	Denied boarding (EC)	Iberia (Do not use as of 30/11/06)
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iceland Express

1	Cancellation (EC) Other	Icelandair
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iran Air
1	Cancellation (EC) Poss. Breach	Isles of Scilly Skybus
1	Cancellation (EC) Flight safety	Israir Airlines
1	Denied boarding (EC)	Israir Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	JAT Yugoslav Airlines
3	C - DO NOT USE	Jet Airways India Ltd
1	D - DO NOT USE	Jet Airways India Ltd
2	Cancellation (EC) Flight safety	Jet Time
2	C - DO NOT USE	Jet2
1	Cancellation (EC) Flight safety	Jet2
13	Cancellation (EC) Other	Jet2
4	Cancellation (EC) Poss. Breach	Jet2
2	Cancellation (EC) Weather	Jet2
5	Delay (EC) No asstnc./Breach	Jet2
9	Delay 5hr+ (EC) (could incl. no offer of Ref)	Jet2
2	Cancellation (EC) Flight safety	Kenya Airways Ltd
2	Cancellation (EC) Other	Kenya Airways Ltd
3	C - DO NOT USE	Kibris Turkish Airlines
1	Cancellation (EC) Weather	Kibris Turkish Airlines
11	C - DO NOT USE	KLM Royal Dutch Airlines
7	Cancellation (EC) Flight safety	KLM Royal Dutch Airlines
9	Cancellation (EC) Other	KLM Royal Dutch Airlines
2	Cancellation (EC) Poss. Breach	KLM Royal Dutch Airlines
4	Cancellation (EC) Weather	KLM Royal Dutch Airlines
3	D - DO NOT USE	KLM Royal Dutch Airlines
2	Delay (EC) No asstnc./Breach	KLM Royal Dutch Airlines
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	KLM Royal Dutch Airlines
11	Denied boarding (EC)	KLM Royal Dutch Airlines
1	D - DO NOT USE	Kuwait Airways
1	Cancellation (EC) Other	Loganair
1	C - DO NOT USE	LTE Volar Airlines
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	LTE Volar Airlines
4	C - DO NOT USE	Lufthansa German Airlines
2	Cancellation (EC) Flight safety	Lufthansa German Airlines

3	Cancellation (EC) Other	Lufthansa German Airlines
2	Cancellation (EC) Weather	Lufthansa German Airlines
2	D - DO NOT USE	Lufthansa German Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Lufthansa German Airlines
3	Denied boarding (EC)	Lufthansa German Airlines
1	C - DO NOT USE	Mahan Air
1	Cancellation (EC) Other	Mahan Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Mahan Air
1	Cancellation (EC) Flight safety	Malaysia Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Malaysia Airlines
1	C - DO NOT USE	Malev Hungarian Airlines
1	Cancellation (EC) Weather	Malev Hungarian Airlines
2	Denied boarding (EC)	Malev Hungarian Airlines
1	C - DO NOT USE	Manx2.com
1	D - DO NOT USE	Martinair
2	C - DO NOT USE	MAXjet Airways Inc
1	Cancellation (EC) Other	MAXjet Airways Inc
1	Cancellation (EC) Poss. Breach	MAXjet Airways Inc
1	C - DO NOT USE	Meridiana fly S.p.A
1	Cancellation (EC) Other	Meridiana fly S.p.A
2	Cancellation (EC) Poss. Breach	Meridiana fly S.p.A
1	D - DO NOT USE	Meridiana fly S.p.A
1	Denied boarding (EC)	Meridiana fly S.p.A
4	C - DO NOT USE	Monarch Airlines Limited
6	Cancellation (EC) Flight safety	Monarch Airlines Limited
3	Cancellation (EC) Other	Monarch Airlines Limited
1	Cancellation (EC) Poss. Breach	Monarch Airlines Limited
4	D - DO NOT USE	Monarch Airlines Limited
10	Delay (EC) No asstnc./Breach	Monarch Airlines Limited
31	Delay 5hr+ (EC) (could incl. no offer of Ref)	Monarch Airlines Limited
8	Denied boarding (EC)	Monarch Airlines Limited
3	Cancellation (EC) Other	MyTravel Airways
2	Cancellation (EC) Poss. Breach	MyTravel Airways
1	Cancellation (EC) Weather	MyTravel Airways
5	D - DO NOT USE	MyTravel Airways

8	Delay 5hr+ (EC) (could incl. no offer of Ref)	MyTravel Airways
2	Denied boarding (EC)	MyTravel Airways
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Nordic Airways AB
1	C - DO NOT USE	Oasis Hong Kong Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Oasis Hong Kong Airlines
2	C - DO NOT USE	OLT Ostfriesische Lufttransport
1	Cancellation (EC) Flight safety	Olympic Air
4	Cancellation (EC) Other	Olympic Air
1	Cancellation (EC) Weather	Olympic Air
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Olympic Air
2	Delay (EC) No asstnc./Breach	Onur Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Onur Air
2	C - DO NOT USE	Other
3	Cancellation (EC) Other	Other
1	Cancellation (EC) Weather	Other
1	D - DO NOT USE	Other
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Other
1	Cancellation (EC) Other	Pakistan International Airlines
1	C - DO NOT USE	PGA - Portugalia Airlines
1	Cancellation (EC) Other	Qantas Airways
2	Cancellation (EC) Flight safety	Qatar Airways
2	Cancellation (EC) Other	Qatar Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Royal Air Maroc
128	C - DO NOT USE	Ryanair
53	Cancellation (EC) Flight safety	Ryanair
113	Cancellation (EC) Other	Ryanair
42	Cancellation (EC) Poss. Breach	Ryanair
41	Cancellation (EC) Weather	Ryanair
18	D - DO NOT USE	Ryanair
23	Delay (EC) No asstnc./Breach	Ryanair
36	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ryanair
14	Denied boarding (EC)	Ryanair
1	Cancellation (EC) Poss. Breach	Sabena Airlines
1	C - DO NOT USE	Saudi Arabian Airlines
1	C - DO NOT USE	Scandinavian Airlines System (SAS

1	Cancellation (EC) Flight safety	Scandinavian Airlines System (SAS
1	Cancellation (EC) Other	Scandinavian Airlines System (SAS
1	Denied boarding (EC)	Scandinavian Airlines System (SAS
1	C - DO NOT USE	ScotAirways
2	Cancellation (EC) Flight safety	Silverjet
1	Cancellation (EC) Weather	Skyeurope Airlines
2	Delay (EC) No asstnc./Breach	Skyeurope Airlines
1	D - DO NOT USE	Skyjet Europe
1	C - DO NOT USE	South African Airways
10	Cancellation (EC) Poss. Breach	South African Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	South African Airways
1	Denied boarding (EC)	Spanair
1	C - DO NOT USE	SriLankan Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	SriLankan Airlines
2	Cancellation (EC) Other	Sterling
1	Cancellation (EC) Other	Sunexpress
4	C - DO NOT USE	Swiss International Airlines
1	Cancellation (EC) Flight safety	Swiss International Airlines
1	Cancellation (EC) Other	Swiss International Airlines
1	Cancellation (EC) Poss. Breach	Swiss International Airlines
1	Cancellation (EC) Weather	Swiss International Airlines
3	Denied boarding (EC)	Swiss International Airlines
1	Cancellation (EC) Other	Syrian Arab Airlines
4	Denied boarding (EC)	Syrian Arab Airlines
1	D - DO NOT USE	TAM Linhas Aéreas, S.A.
6	C - DO NOT USE	TAP - Air Portugal
13	Cancellation (EC) Other	TAP - Air Portugal
2	Cancellation (EC) Poss. Breach	TAP - Air Portugal
2	D - DO NOT USE	TAP - Air Portugal
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	TAP - Air Portugal
5	Denied boarding (EC)	TAP - Air Portugal
1	C - DO NOT USE	Thomas Cook Airlines
1	Cancellation (EC) Flight safety	Thomas Cook Airlines
2	Cancellation (EC) Other	Thomas Cook Airlines
1	Cancellation (EC) Poss. Breach	Thomas Cook Airlines

2	D - DO NOT USE	Thomas Cook Airlines
3	Delay (EC) No asstnc./Breach	Thomas Cook Airlines
20	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomas Cook Airlines
5	Denied boarding (EC)	Thomas Cook Airlines
30	C - DO NOT USE	Thomsonfly
4	Cancellation (EC) Flight safety	Thomsonfly
4	Cancellation (EC) Other	Thomsonfly
3	Cancellation (EC) Poss. Breach	Thomsonfly
2	Cancellation (EC) Weather	Thomsonfly
12	D - DO NOT USE	Thomsonfly
6	Delay (EC) No asstnc./Breach	Thomsonfly
48	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomsonfly
16	Denied boarding (EC)	Thomsonfly
2	Cancellation (EC) Other	Tour operator
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Tour operator
1	Cancellation (EC) Other	Travel agent
1	Denied boarding (EC)	Turkish Airlines
1	C - DO NOT USE	United Airlines
1	Cancellation (EC) Flight safety	United Airlines
1	Cancellation (EC) Other	United Airlines
1	Cancellation (EC) Weather	United Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	United Airlines
1	C - DO NOT USE	US Airways
7	Cancellation (EC) Flight safety	US Airways
7	Cancellation (EC) Other	US Airways
3	Cancellation (EC) Poss. Breach	US Airways
1	Cancellation (EC) Weather	US Airways
1	Delay (EC) No asstnc./Breach	US Airways
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	US Airways
1	C - DO NOT USE	Varig
1	Cancellation (EC) Other	Varig
1	Denied boarding (EC)	Viking Airlines
12	C - DO NOT USE	Virgin Atlantic Airways
11	Cancellation (EC) Flight safety	Virgin Atlantic Airways
7	Cancellation (EC) Other	Virgin Atlantic Airways

12	D - DO NOT USE	Virgin Atlantic Airways
6	Delay (EC) No asstnc./Breach	Virgin Atlantic Airways
21	Delay 5hr+ (EC) (could incl. no offer of Ref)	Virgin Atlantic Airways
14	Denied boarding (EC)	Virgin Atlantic Airways
1	Cancellation (EC) Flight safety	Virgin Nigeria Airways
1	Cancellation (EC) Other	Virgin Nigeria Airways
1	D - DO NOT USE	Virgin Nigeria Airways
2	C - DO NOT USE	Wideroe's Flyveselskap
1	Cancellation (EC) Flight safety	Wideroe's Flyveselskap
2	Cancellation (EC) Other	Wideroe's Flyveselskap
1	Cancellation (EC) Poss. Breach	Wideroe's Flyveselskap
1	Delay (EC) No asstnc./Breach	Wideroe's Flyveselskap
6	C - DO NOT USE	Wizz Air Hungary Airlines Ltd
1	Cancellation (EC) Flight safety	Wizz Air Hungary Airlines Ltd
4	Cancellation (EC) Other	Wizz Air Hungary Airlines Ltd
1	Cancellation (EC) Poss. Breach	Wizz Air Hungary Airlines Ltd
1	Cancellation (EC) Weather	Wizz Air Hungary Airlines Ltd
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Wizz Air Hungary Airlines Ltd
1	Cancellation (EC) Other	Zoom Airlines
1	Delay (EC) No asstnc./Breach	Zoom Airlines
6	Delay 5hr+ (EC) (could incl. no offer of Ref)	Zoom Airlines
3191	Total	

Number of complaints referred to other National Enforcement Bodies 373

01-Nov-07 to 31-Oct-08

	Description	Carrier
	01-Nov-07 to 31-Oct-08	
1	Cancellation (EC) Flight safety	Aer Arann
5	Cancellation (EC) Flight safety	Aer Lingus
8	Cancellation (EC) Other	Aer Lingus
4	Cancellation (EC) Poss. Breach	Aer Lingus
5	Cancellation (EC) Weather	Aer Lingus
5	Delay (EC) No asstnc./Breach	Aer Lingus
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Aer Lingus
4	Denied boarding (EC)	Aer Lingus
1	Cancellation (EC) Poss. Breach	Aerolineas Argentinas
1	Denied boarding (EC)	Afriqiyah Airways
1	Cancellation (EC) Flight safety	Air Baltic
1	Cancellation (EC) Flight safety	Air Canada
1	Denied boarding (EC)	Air Canada
2	Cancellation (EC) Other	Air Comet
1	Cancellation (EC) Poss. Breach	Air Comet
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Comet
3	Denied boarding (EC)	Air Comet
1	Cancellation (EC) Flight safety	Air Europa
1	Cancellation (EC) Other	Air Europa
1	Cancellation (EC) Weather	Air Europa
1	Delay (EC) No asstnc./Breach	Air Europa
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Europa
1	Denied boarding (EC)	Air Europa
6	Cancellation (EC) Flight safety	Air France
16	Cancellation (EC) Other	Air France
1	Cancellation (EC) Poss. Breach	Air France
3	Cancellation (EC) Weather	Air France
1	Delay (EC) No asstnc./Breach	Air France
7	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air France
6	Denied boarding (EC)	Air France
1	Cancellation (EC) Other	Air France (bag) DO NOT USE*
3	Cancellation (EC) Flight safety	Air India
20	Cancellation (EC) Other	Air India
7	Cancellation (EC) Poss. Breach	Air India

7	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air India
8	Denied boarding (EC)	Air India
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Jamaica
1	Cancellation (EC) Flight safety	Air Madagascar
1	Cancellation (EC) Flight safety	Air Malta
4	Cancellation (EC) Other	Air Malta
2	Delay (EC) No asstnc./Breach	Air Malta
6	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Malta
3	Denied boarding (EC)	Air Malta
1	Cancellation (EC) Poss. Breach	Air Mauritius
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Mauritius
1	Cancellation (EC) Other	Air Namibia (PTY) Ltd.
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air New Zealand
3	Cancellation (EC) Other	Air One
1	Cancellation (EC) Other	Air Partner plc
1	Cancellation (EC) Other	Air Seychelles
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Seychelles
1	Cancellation (EC) Other	Air Slovakia
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Slovakia
3	Cancellation (EC) Flight safety	Air South West
1	Cancellation (EC) Other	Air South West
1	Delay (EC) No asstnc./Breach	Air Transat
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Transat
1	Denied boarding (EC)	Air Transat
1	Cancellation (EC) Flight safety	Airblue
1	Cancellation (EC) Other	Airport
1	Cancellation (EC) Other	Airtours International Airways Ltd
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Airtours International Airways Ltd
2	Cancellation (EC) Flight safety	Alitalia
4	Cancellation (EC) Other	Alitalia
2	Cancellation (EC) Poss. Breach	Alitalia
1	Cancellation (EC) Weather	Alitalia
1	Delay (EC) No asstnc./Breach	Alitalia
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Alitalia
4	Denied boarding (EC)	Alitalia
5	Cancellation (EC) Flight safety	American Airlines
13	Cancellation (EC) Other	American Airlines

1	Cancellation (EC) Weather	American Airlines
2	Delay (EC) No asstnc./Breach	American Airlines
1	Denied boarding (EC)	American Airlines
2	Cancellation (EC) Other	Astraeus Ltd
1	Delay (EC) No asstnc./Breach	Astraeus Ltd
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Astraeus Ltd
2	Denied boarding (EC)	Astraeus Ltd
1	Cancellation (EC) Weather	Atlantic Airways (Faroe Islands)
4	Cancellation (EC) Other	Atlas Blue
1	Cancellation (EC) Flight safety	Aurigny Air Services
1	Cancellation (EC) Other	Aurigny Air Services
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Aurigny Air Services
2	Cancellation (EC) Flight safety	Austrian Airlines
1	Cancellation (EC) Weather	Austrian Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Austrian Airlines
1	Cancellation (EC) Other	Biman Bangladesh Airlines
16	Cancellation (EC) Flight safety	BMI
14	Cancellation (EC) Other	BMI
5	Cancellation (EC) Poss. Breach	BMI
3	Cancellation (EC) Weather	BMI
8	Delay (EC) No asstnc./Breach	BMI
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	BMI
2	Denied boarding (EC)	BMI
43	Cancellation (EC) Flight safety	bmi baby
44	Cancellation (EC) Other	bmi baby
28	Cancellation (EC) Poss. Breach	bmi baby
16	Cancellation (EC) Weather	bmi baby
5	Delay (EC) No asstnc./Breach	bmi baby
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	bmi baby
1	Denied boarding (EC)	bmi baby
1	Cancellation (EC) Other	Britannia Airways
76	Cancellation (EC) Flight safety	British Airways plc
231	Cancellation (EC) Other	British Airways plc
86	Cancellation (EC) Poss. Breach	British Airways plc
57	Cancellation (EC) Weather	British Airways plc
19	Delay (EC) No asstnc./Breach	British Airways plc
48	Delay 5hr+ (EC) (could incl. no offer of Ref)	British Airways plc

39	Denied boarding (EC)	British Airways plc
2	Cancellation (EC) Other	British Mediterranean Airways
1	Cancellation (EC) Poss. Breach	British Mediterranean Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Britishjet.com
1	Cancellation (EC) Flight safety	Brussels Airlines
1	Cancellation (EC) Other	Brussels Airlines
1	Cancellation (EC) Weather	Brussels Airlines
2	Delay (EC) No asstnc./Breach	Brussels Airlines
1	Cancellation (EC) Other	Bulgaria Air
1	Cancellation (EC) Weather	Bulgaria Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Bulgaria Air
1	Denied boarding (EC)	Bulgaria Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Caledonian Airways
2	Cancellation (EC) Flight safety	Centralwings
23	Cancellation (EC) Other	Centralwings
3	Cancellation (EC) Poss. Breach	Centralwings
3	Denied boarding (EC)	Centralwings
1	Cancellation (EC) Flight safety	Continental Airlines
1	Cancellation (EC) Other	Continental Airlines
2	Delay (EC) No asstnc./Breach	Continental Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Continental Airlines
1	Denied boarding (EC)	Continental Airlines
2	Denied boarding (EC)	Corsair
1	Cancellation (EC) Weather	CSA Czech Airlines
1	Cancellation (EC) Flight safety	Cubana Airlines
4	Cancellation (EC) Other	Cubana Airlines
1	Cancellation (EC) Poss. Breach	Cubana Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Cubana Airlines
1	Denied boarding (EC)	Cubana Airlines
2	Cancellation (EC) Flight safety	Cyprus Airways
1	Delay (EC) No asstnc./Breach	Cyprus Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Cyprus Airways
5	Cancellation (EC) Flight safety	Delta Airlines
1	Cancellation (EC) Other	Delta Airlines
3	Cancellation (EC) Weather	Delta Airlines
4	Cancellation (EC) Flight safety	Delta Airlines (Bagg.)
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Delta Airlines (Bagg.)

2	Cancellation (EC) Flight safety	Eastern Airways
1	Cancellation (EC) Other	Eastern Airways
103	Cancellation (EC) Flight safety	EasyJet
228	Cancellation (EC) Other	EasyJet
54	Cancellation (EC) Poss. Breach	EasyJet
31	Cancellation (EC) Weather	EasyJet
28	Delay (EC) No asstnc./Breach	EasyJet
38	Delay 5hr+ (EC) (could incl. no offer of Ref)	EasyJet
48	Denied boarding (EC)	EasyJet
1	Cancellation (EC) Flight safety	EgyptAir
1	Denied boarding (EC)	EgyptAir
1	Cancellation (EC) Flight safety	Emirates
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Emirates
1	Denied boarding (EC)	Emirates
1	Delay (EC) No asstnc./Breach	Estonia Air
1	Cancellation (EC) Flight safety	Ethiopian Airlines
1	Cancellation (EC) Other	Ethiopian Airlines
6	Delay 5hr+ (EC) (could incl. no offer of Ref)	Eurocypria Airlines Ltd
1	Denied boarding (EC)	Eurocypria Airlines Ltd
1	Delay (EC) No asstnc./Breach	EVA Airways
5	Cancellation (EC) Flight safety	Excel Airways
3	Cancellation (EC) Other	Excel Airways
1	Cancellation (EC) Poss. Breach	Excel Airways
4	Delay (EC) No asstnc./Breach	Excel Airways
28	Delay 5hr+ (EC) (could incl. no offer of Ref)	Excel Airways
4	Denied boarding (EC)	Excel Airways
2	Cancellation (EC) Flight safety	Finnair
1	Cancellation (EC) Other	Finnair
2	Cancellation (EC) Flight safety	First Choice
3	Cancellation (EC) Other	First Choice
1	Delay (EC) No asstnc./Breach	First Choice
23	Delay 5hr+ (EC) (could incl. no offer of Ref)	First Choice
2	Denied boarding (EC)	First Choice
50	Cancellation (EC) Flight safety	Flybe
55	Cancellation (EC) Other	Flybe
23	Cancellation (EC) Poss. Breach	Flybe
11	Cancellation (EC) Weather	Flybe

20	Delay (EC) No asstnc./Breach	Flybe
26	Delay 5hr+ (EC) (could incl. no offer of Ref)	Flybe
6	Denied boarding (EC)	Flybe
4	Cancellation (EC) Flight safety	FlyGlobespan
11	Cancellation (EC) Other	FlyGlobespan
2	Cancellation (EC) Poss. Breach	FlyGlobespan
4	Delay (EC) No asstnc./Breach	FlyGlobespan
23	Delay 5hr+ (EC) (could incl. no offer of Ref)	FlyGlobespan
3	Denied boarding (EC)	FlyGlobespan
1	Cancellation (EC) Other	Flyjet
1	Delay (EC) No asstnc./Breach	Flyjet
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Flyjet
10	Cancellation (EC) Other	FlyWhoosh - UK Customer Centre
1	Denied boarding (EC)	Free Bird Airlines
1	Cancellation (EC) Flight safety	Futura International Airways
1	Denied boarding (EC)	Futura International Airways
2	Cancellation (EC) Flight safety	GB Airways
4	Cancellation (EC) Other	GB Airways
1	Cancellation (EC) Poss. Breach	GB Airways
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	GB Airways
3	Denied boarding (EC)	GB Airways
2	Cancellation (EC) Other	Germanwings
1	Cancellation (EC) Poss. Breach	Germanwings
1	Delay (EC) No asstnc./Breach	Germanwings
1	Denied boarding (EC)	Germanwings
3	Cancellation (EC) Other	Gulf Air
1	Denied boarding (EC)	Gulf Air
1	Cancellation (EC) Weather	Highland Airways
3	Cancellation (EC) Flight safety	Iberia
5	Cancellation (EC) Other	Iberia
3	Cancellation (EC) Poss. Breach	Iberia
3	Cancellation (EC) Weather	Iberia
3	Delay (EC) No asstnc./Breach	Iberia
8	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iberia
12	Denied boarding (EC)	Iberia
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iberworld Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iceland Express

1	Cancellation (EC) Flight safety	Icelandair
1	Cancellation (EC) Weather	Icelandair
1	Cancellation (EC) Other	Israir Airlines
3	Cancellation (EC) Flight safety	Jet2
2	Cancellation (EC) Other	Jet2
1	Cancellation (EC) Poss. Breach	Jet2
5	Delay (EC) No asstnc./Breach	Jet2
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Jet2
1	Cancellation (EC) Flight safety	Kenya Airways Ltd
1	Denied boarding (EC)	Kenya Airways Ltd
1	Cancellation (EC) Other	Kibris Turkish Airlines
23	Cancellation (EC) Flight safety	KLM Royal Dutch Airlines
15	Cancellation (EC) Other	KLM Royal Dutch Airlines
5	Cancellation (EC) Poss. Breach	KLM Royal Dutch Airlines
6	Cancellation (EC) Weather	KLM Royal Dutch Airlines
1	Delay (EC) No asstnc./Breach	KLM Royal Dutch Airlines
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	KLM Royal Dutch Airlines
7	Denied boarding (EC)	KLM Royal Dutch Airlines
1	Cancellation (EC) Poss. Breach	Lithuanian Airlines
1	Denied boarding (EC)	Lithuanian Airlines
2	Cancellation (EC) Other	Loganair
1	Cancellation (EC) Weather	Loganair
1	Cancellation (EC) Flight safety	LOT Polish Airlines
1	Cancellation (EC) Other	LOT Polish Airlines
1	Denied boarding (EC)	LTE Volar Airlines
6	Cancellation (EC) Flight safety	Lufthansa German Airlines
9	Cancellation (EC) Other	Lufthansa German Airlines
1	Cancellation (EC) Poss. Breach	Lufthansa German Airlines
7	Cancellation (EC) Weather	Lufthansa German Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Lufthansa German Airlines
2	Denied boarding (EC)	Lufthansa German Airlines
1	Denied boarding (EC)	Malaysia Airlines
1	Cancellation (EC) Other	Malev Hungarian Airlines
1	Denied boarding (EC)	Malev Hungarian Airlines
1	Cancellation (EC) Flight safety	Meridiana fly S.p.A
3	Cancellation (EC) Other	Meridiana fly S.p.A
2	Cancellation (EC) Poss. Breach	Meridiana fly S.p.A

1	Cancellation (EC) Flight safety	Monarch Airlines Limited
4	Cancellation (EC) Other	Monarch Airlines Limited
1	Cancellation (EC) Weather	Monarch Airlines Limited
4	Delay (EC) No asstnc./Breach	Monarch Airlines Limited
24	Delay 5hr+ (EC) (could incl. no offer of Ref)	Monarch Airlines Limited
3	Denied boarding (EC)	Monarch Airlines Limited
1	Cancellation (EC) Poss. Breach	Myair (My Way Airlines)
1	Cancellation (EC) Flight safety	MyTravel Airways
1	Cancellation (EC) Other	MyTravel Airways
1	Delay (EC) No asstnc./Breach	MyTravel Airways
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	MyTravel Airways
1	Cancellation (EC) Other	Nationwide Airlines
1	Cancellation (EC) Other	Norwegian Air Shuttle ASA
1	Cancellation (EC) Flight safety	OLT Ostfriesische Lufttransport
4	Cancellation (EC) Flight safety	Olympic Air
5	Cancellation (EC) Other	Olympic Air
1	Cancellation (EC) Poss. Breach	Olympic Air
1	Cancellation (EC) Weather	Olympic Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Olympic Air
7	Denied boarding (EC)	Olympic Air
2	Cancellation (EC) Other	Onur Air
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Onur Air
1	Denied boarding (EC)	Onur Air
1	Cancellation (EC) Flight safety	Other
2	Cancellation (EC) Other	Other
2	Cancellation (EC) Weather	Other
1	Denied boarding (EC)	Other
1	Cancellation (EC) Other	Pakistan International Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Pakistan International Airlines
1	Cancellation (EC) Poss. Breach	Pegasus Airlines
1	Cancellation (EC) Flight safety	Qantas Airways
4	Cancellation (EC) Other	Qantas Airways
1	Cancellation (EC) Weather	Qantas Airways
7	Delay 5hr+ (EC) (could incl. no offer of Ref)	Qantas Airways
2	Denied boarding (EC)	Qantas Airways
1	Cancellation (EC) Flight safety	Qatar Airways
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Qatar Airways

1	Denied boarding (EC)	Qatar Airways
1	Cancellation (EC) Other	Royal Air Maroc
1	Cancellation (EC) Weather	Royal Air Maroc
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Royal Nepal Airlines
19	Cancellation (EC) Flight safety	Ryanair
84	Cancellation (EC) Other	Ryanair
42	Cancellation (EC) Poss. Breach	Ryanair
24	Cancellation (EC) Weather	Ryanair
23	Delay (EC) No asstnc./Breach	Ryanair
40	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ryanair
17	Denied boarding (EC)	Ryanair
1	Cancellation (EC) Other	SATA Air Acores
4	Cancellation (EC) Flight safety	Scandinavian Airlines System (SAS
4	Cancellation (EC) Other	Scandinavian Airlines System (SAS
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Singapore Airlines
1	Denied boarding (EC)	Singapore Airlines
1	Cancellation (EC) Other	Skybus
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Skybus
3	Cancellation (EC) Other	Skyeurope Airlines
4	Denied boarding (EC)	Skyeurope Airlines
1	Cancellation (EC) Other	South African Airways
3	Cancellation (EC) Other	Spanair
2	Delay (EC) No asstnc./Breach	Spanair
1	Cancellation (EC) Flight safety	SriLankan Airlines
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	SriLankan Airlines
1	Cancellation (EC) Flight safety	Sterling
2	Cancellation (EC) Other	Sterling
1	Cancellation (EC) Poss. Breach	Sterling
1	Cancellation (EC) Weather	Sterling
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Sterling
1	Cancellation (EC) Flight safety	Swiss International Airlines
3	Cancellation (EC) Other	Swiss International Airlines
2	Cancellation (EC) Weather	Swiss International Airlines
1	Denied boarding (EC)	Swiss International Airlines
1	Cancellation (EC) Other	TACV
2	Cancellation (EC) Other	TAM Linhas Aéreas, S.A.
1	Denied boarding (EC)	TAM Linhas Aéreas, S.A.

1	Cancellation (EC) Flight safety	TAP - Air Portugal
5	Cancellation (EC) Other	TAP - Air Portugal
3	Cancellation (EC) Poss. Breach	TAP - Air Portugal
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	TAP - Air Portugal
2	Denied boarding (EC)	TAP - Air Portugal
3	Cancellation (EC) Flight safety	Thai Airways
2	Cancellation (EC) Other	Thai Airways
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thai Airways
6	Cancellation (EC) Flight safety	Thomas Cook Airlines
6	Cancellation (EC) Other	Thomas Cook Airlines
1	Cancellation (EC) Poss. Breach	Thomas Cook Airlines
17	Delay (EC) No asstnc./Breach	Thomas Cook Airlines
48	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomas Cook Airlines
12	Denied boarding (EC)	Thomas Cook Airlines
3	Cancellation (EC) Flight safety	Thomsonfly
20	Cancellation (EC) Other	Thomsonfly
7	Cancellation (EC) Poss. Breach	Thomsonfly
6	Cancellation (EC) Weather	Thomsonfly
10	Delay (EC) No asstnc./Breach	Thomsonfly
34	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomsonfly
3	Denied boarding (EC)	Thomsonfly
1	Cancellation (EC) Flight safety	Travel agent
2	Cancellation (EC) Other	Travel agent
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Travel agent
1	Denied boarding (EC)	Ukraine International Airlines
12	Cancellation (EC) Flight safety	United Airlines
4	Cancellation (EC) Other	United Airlines
1	Cancellation (EC) Poss. Breach	United Airlines
1	Delay (EC) No asstnc./Breach	United Airlines
2	Denied boarding (EC)	United Airlines
12	Cancellation (EC) Flight safety	US Airways
5	Cancellation (EC) Other	US Airways
1	Cancellation (EC) Weather	US Airways
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	US Airways
2	Cancellation (EC) Other	Varig
21	Cancellation (EC) Flight safety	Virgin Atlantic Airways
24	Cancellation (EC) Other	Virgin Atlantic Airways

3	Cancellation (EC) Poss. Breach	Virgin Atlantic Airways
2	Delay (EC) No asstnc./Breach	Virgin Atlantic Airways
24	Delay 5hr+ (EC) (could incl. no offer of Ref)	Virgin Atlantic Airways
19	Denied boarding (EC)	Virgin Atlantic Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Virgin Nigeria Airways
1	Denied boarding (EC)	Virgin Nigeria Airways
2	Cancellation (EC) Other	VLM Airlines
1	Cancellation (EC) Weather	VLM Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	VLM Airlines
2	Denied boarding (EC)	VLM Airlines
2	Cancellation (EC) Other	Volare Airlines
2	Cancellation (EC) Poss. Breach	Volare Airlines
1	Cancellation (EC) Other	Vueling Airlines
27	Cancellation (EC) Flight safety	Wizz Air Hungary Airlines Ltd
49	Cancellation (EC) Other	Wizz Air Hungary Airlines Ltd
15	Cancellation (EC) Poss. Breach	Wizz Air Hungary Airlines Ltd
8	Cancellation (EC) Weather	Wizz Air Hungary Airlines Ltd
3	Delay (EC) No asstnc./Breach	Wizz Air Hungary Airlines Ltd
11	Delay 5hr+ (EC) (could incl. no offer of Ref)	Wizz Air Hungary Airlines Ltd
1	Denied boarding (EC)	Wizz Air Hungary Airlines Ltd
8	Cancellation (EC) Other	Zoom Airlines
1	Cancellation (EC) Weather	Zoom Airlines
1	Delay (EC) No asstnc./Breach	Zoom Airlines
13	Delay 5hr+ (EC) (could incl. no offer of Ref)	Zoom Airlines
3042	Total	

Number of complaints referred to other National Enforcement Bodies 419

01-Nov-08 - 31-Oct-09

	Description	Carrier
3	Cancellation (EC) Flight safety	Aegean Airlines
1	Cancellation (EC) Other	Aegean Airlines
1	Denied boarding (EC)	Aer Arann
9	Cancellation (EC) Flight safety	Aer Lingus
4	Cancellation (EC) Other	Aer Lingus
5	Cancellation (EC) Weather	Aer Lingus
3	Delay (EC) No asstnc./Breach	Aer Lingus
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Aer Lingus
3	Denied boarding (EC)	Aer Lingus
2	Cancellation (EC) Flight safety	Air Berlin
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Berlin
2	Cancellation (EC) Flight safety	Air Canada
1	Cancellation (EC) Other	Air Canada
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Canada
1	Denied boarding (EC)	Air Canada
1	Denied boarding (EC)	Air China
1	Cancellation (EC) Flight safety	Air Comet
1	Cancellation (EC) Poss. Breach	Air Comet
1	Cancellation (EC) Weather	Air Comet
2	Delay (EC) No asstnc./Breach	Air Comet
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Comet
7	Denied boarding (EC)	Air Comet
3	Denied boarding (EC)	Air Europa
15	Cancellation (EC) Flight safety	Air France
6	Cancellation (EC) Other	Air France
4	Cancellation (EC) Weather	Air France
2	Delay (EC) No asstnc./Breach	Air France
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air France
4	Denied boarding (EC)	Air France
1	Cancellation (EC) Flight safety	Air India
7	Cancellation (EC) Other	Air India
1	Cancellation (EC) Weather	Air India
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air India
3	Denied boarding (EC)	Air India

1	Cancellation (EC) Other	Air Malta
2	Delay (EC) No asstnc./Breach	Air Malta
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Malta
1	Denied boarding (EC)	Air Mauritius
5	Cancellation (EC) Other	Air Namibia (PTY) Ltd.
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air New Zealand
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Slovakia
5	Cancellation (EC) Flight safety	Air South West
2	Cancellation (EC) Other	Air South West
1	Cancellation (EC) Poss. Breach	Air South West
1	Delay (EC) No asstnc./Breach	Air South West
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air South West
1	Denied boarding (EC)	Air South West
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Transat
2	Cancellation (EC) Other	Air Zimbabwe
1	Cancellation (EC) Other	AirAsia.com
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Airblue
1	Cancellation (EC) Flight safety	Alitalia
14	Cancellation (EC) Other	Alitalia
1	Cancellation (EC) Poss. Breach	Alitalia
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Alitalia
2	Denied boarding (EC)	Alitalia
5	Cancellation (EC) Flight safety	American Airlines
2	Cancellation (EC) Other	American Airlines
1	Delay (EC) No asstnc./Breach	American Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	American Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Astraeus Ltd
2	Cancellation (EC) Flight safety	Atlas Blue
1	Cancellation (EC) Poss. Breach	Atlas Blue
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Atlas Blue
1	Denied boarding (EC)	Austrian Airlines
1	Cancellation (EC) Flight safety	Bellview Airlines
8	Cancellation (EC) Other	Bellview Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Biman Bangladesh Airlines
1	Cancellation (EC) Other	Blue Islands
9	Cancellation (EC) Flight safety	BMI
21	Cancellation (EC) Other	BMI

1	Cancellation (EC) Poss. Breach	BMI
2	Cancellation (EC) Weather	BMI
3	Delay (EC) No asstnc./Breach	BMI
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	BMI
3	Denied boarding (EC)	BMI
40	Cancellation (EC) Flight safety	bmi baby
62	Cancellation (EC) Other	bmi baby
5	Cancellation (EC) Poss. Breach	bmi baby
11	Cancellation (EC) Weather	bmi baby
1	Delay (EC) No asstnc./Breach	bmi baby
1	Denied boarding (EC)	bmi baby
44	Cancellation (EC) Flight safety	British Airways plc
78	Cancellation (EC) Other	British Airways plc
11	Cancellation (EC) Poss. Breach	British Airways plc
43	Cancellation (EC) Weather	British Airways plc
13	Delay (EC) No asstnc./Breach	British Airways plc
28	Delay 5hr+ (EC) (could incl. no offer of Ref)	British Airways plc
35	Denied boarding (EC)	British Airways plc
1	Cancellation (EC) Flight safety	Brussels Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Brussels Airlines
1	Cancellation (EC) Other	Brussels Airlines
2	Cancellation (EC) Other	Bulgaria Air
1	Cancellation (EC) Poss. Breach	Bulgaria Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Cathay Pacific
3	Cancellation (EC) Flight safety	Centralwings
5	Cancellation (EC) Other	Centralwings
1	Cancellation (EC) Poss. Breach	Centralwings
3	Denied boarding (EC)	Centralwings
1	Cancellation (EC) Other	China Eastern Airlines
1	Cancellation (EC) Flight safety	Cimber Air
1	Cancellation (EC) Flight safety	CityJet
1	Cancellation (EC) Flight safety	Continental Airlines
4	Cancellation (EC) Other	Continental Airlines
1	Delay (EC) No asstnc./Breach	Continental Airlines
6	Delay 5hr+ (EC) (could incl. no offer of Ref)	Continental Airlines
2	Denied boarding (EC)	Continental Airlines
1	Denied boarding (EC)	Croatia Airlines

3	Cancellation (EC) Other	CSA Czech Airlines
4	Cancellation (EC) Flight safety	Cyprus Airways
4	Cancellation (EC) Other	Cyprus Airways
2	Delay (EC) No asstnc./Breach	Cyprus Airways
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Cyprus Airways
16	Cancellation (EC) Flight safety	Delta Airlines
3	Cancellation (EC) Other	Delta Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Delta Airlines
1	Cancellation (EC) Flight safety	Delta Airlines
2	Cancellation (EC) Other	Eastern Airways
1	Cancellation (EC) Weather	Eastern Airways
68	Cancellation (EC) Flight safety	EasyJet
135	Cancellation (EC) Other	EasyJet
18	Cancellation (EC) Poss. Breach	EasyJet
32	Cancellation (EC) Weather	EasyJet
41	Delay (EC) No asstnc./Breach	EasyJet
64	Delay 5hr+ (EC) (could incl. no offer of Ref)	EasyJet
43	Denied boarding (EC)	EasyJet
1	Delay (EC) No asstnc./Breach	EgyptAir
1	Cancellation (EC) Flight safety	Emirates
1	Cancellation (EC) Other	Emirates
1	Delay (EC) No asstnc./Breach	Emirates
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Emirates
1	Cancellation (EC) Flight safety	Estonia Air
2	Cancellation (EC) Flight safety	Ethiopian Airlines
1	Denied boarding (EC)	Ethiopian Airlines
6	Cancellation (EC) Flight safety	Etihad Airways
1	Cancellation (EC) Other	Etihad Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Etihad Airways
4	Delay (EC) No asstnc./Breach	Eurocypria Airlines Ltd
6	Delay 5hr+ (EC) (could incl. no offer of Ref)	Eurocypria Airlines Ltd
3	Denied boarding (EC)	Eurocypria Airlines Ltd
1	Cancellation (EC) Flight safety	Eurowings
1	Cancellation (EC) Other	Finnair
1	Cancellation (EC) Other	Finncomm Airlines
1	Cancellation (EC) Other	First Choice
1	Cancellation (EC) Weather	First Choice

4	Delay (EC) No asstnc./Breach	First Choice
12	Delay 5hr+ (EC) (could incl. no offer of Ref)	First Choice
1	Denied boarding (EC)	First Choice
49	Cancellation (EC) Flight safety	Flybe
26	Cancellation (EC) Other	Flybe
5	Cancellation (EC) Poss. Breach	Flybe
6	Cancellation (EC) Weather	Flybe
13	Delay (EC) No asstnc./Breach	Flybe
12	Delay 5hr+ (EC) (could incl. no offer of Ref)	Flybe
6	Denied boarding (EC)	Flybe
5	Cancellation (EC) Other	FlyGlobespan
6	Delay (EC) No asstnc./Breach	FlyGlobespan
18	Delay 5hr+ (EC) (could incl. no offer of Ref)	FlyGlobespan
2	Denied boarding (EC)	FlyGlobespan
1	Cancellation (EC) Flight safety	Gulf Air
3	Cancellation (EC) Flight safety	Iberia
10	Cancellation (EC) Other	Iberia
1	Cancellation (EC) Poss. Breach	Iberia
7	Cancellation (EC) Weather	Iberia
12	Delay (EC) No asstnc./Breach	Iberia
8	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iberia
10	Denied boarding (EC)	Iberia
2	Denied boarding (EC)	Iberworld Airlines
2	Cancellation (EC) Other	Iceland Express
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iceland Express
1	Cancellation (EC) Flight safety	Jet Airways India Ltd
1	Cancellation (EC) Other	Jet Airways India Ltd
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Jet Airways India Ltd
2	Cancellation (EC) Other	Jet2
1	Cancellation (EC) Weather	Jet2
2	Delay (EC) No asstnc./Breach	Jet2
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Jet2
1	Denied boarding (EC)	Jet2
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	KD Avia
2	Cancellation (EC) Flight safety	Kenya Airways Ltd
1	Cancellation (EC) Other	Kenya Airways Ltd
1	Denied boarding (EC)	Kenya Airways Ltd

1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Kibris Turkish Airlines
2	Cancellation (EC) Flight safety	Kingfisher Airlines
17	Cancellation (EC) Flight safety	KLM Royal Dutch Airlines
3	Cancellation (EC) Other	KLM Royal Dutch Airlines
1	Cancellation (EC) Poss. Breach	KLM Royal Dutch Airlines
5	Cancellation (EC) Weather	KLM Royal Dutch Airlines
1	Delay (EC) No asstnc./Breach	KLM Royal Dutch Airlines
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	KLM Royal Dutch Airlines
5	Denied boarding (EC)	KLM Royal Dutch Airlines
1	Cancellation (EC) Other	Lithuanian Airlines
1	Cancellation (EC) Weather	Loganair
1	Denied boarding (EC)	Loganair
9	Cancellation (EC) Flight safety	Lufthansa German Airlines
15	Cancellation (EC) Other	Lufthansa German Airlines
2	Cancellation (EC) Poss. Breach	Lufthansa German Airlines
4	Cancellation (EC) Weather	Lufthansa German Airlines
2	Delay (EC) No asstnc./Breach	Lufthansa German Airlines
7	Denied boarding (EC)	Lufthansa German Airlines
2	Cancellation (EC) Flight safety	Malaysia Airlines
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Malaysia Airlines
1	Cancellation (EC) Other	Malev Hungarian Airlines
7	Cancellation (EC) Other	Meridiana fly S.p.A
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Meridiana fly S.p.A
5	Cancellation (EC) Other	Monarch Airlines Limited
2	Cancellation (EC) Weather	Monarch Airlines Limited
9	Delay (EC) No asstnc./Breach	Monarch Airlines Limited
23	Delay 5hr+ (EC) (could incl. no offer of Ref)	Monarch Airlines Limited
6	Denied boarding (EC)	Monarch Airlines Limited
4	Cancellation (EC) Flight safety	Olympic Air
8	Cancellation (EC) Other	Olympic Air
1	Cancellation (EC) Weather	Olympic Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Olympic Air
1	Denied boarding (EC)	Olympic Air
1	Cancellation (EC) Flight safety	Oman Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Onur Air
1	Cancellation (EC) Other	Openskies
2	Cancellation (EC) Flight safety	Other

1	Cancellation (EC) Other	Other
1	Delay (EC) No asstnc./Breach	Other
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Other
2	Cancellation (EC) Other	Pakistan International Airlines
1	Cancellation (EC) Flight safety	Qantas Airways
1	Cancellation (EC) Other	Qantas Airways
2	Cancellation (EC) Weather	Qantas Airways
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Qantas Airways
1	Denied boarding (EC)	Qantas Airways
3	Cancellation (EC) Flight safety	Qatar Airways
1	Cancellation (EC) Other	Qatar Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Qatar Airways
2	Cancellation (EC) Flight safety	Royal Air Maroc
1	Cancellation (EC) Other	Royal Air Maroc
1	Delay (EC) No asstnc./Breach	Royal Air Maroc
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Royal Air Maroc
1	Denied boarding (EC)	Royal Air Maroc
7	Cancellation (EC) Flight safety	Ryanair
87	Cancellation (EC) Other	Ryanair
21	Cancellation (EC) Poss. Breach	Ryanair
64	Cancellation (EC) Weather	Ryanair
27	Delay (EC) No asstnc./Breach	Ryanair
44	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ryanair
29	Denied boarding (EC)	Ryanair
1	Cancellation (EC) Flight safety	Saga Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Saga Airlines
1	Denied boarding (EC)	Scandinavian Airlines System (SAS
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Singapore Airlines
20	Cancellation (EC) Other	Skyeurope Airlines
2	Cancellation (EC) Poss. Breach	Skyeurope Airlines
1	Cancellation (EC) Weather	Skyeurope Airlines
5	Denied boarding (EC)	Skyeurope Airlines
1	Cancellation (EC) Flight safety	South African Airways
2	Cancellation (EC) Other	South African Airways
2	Cancellation (EC) Other	Spanair
2	Delay (EC) No asstnc./Breach	Spanair
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Spanair

1	Cancellation (EC) Other	SriLankan Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	SriLankan Airlines
4	Cancellation (EC) Flight safety	Swiss International Airlines
7	Cancellation (EC) Other	Swiss International Airlines
1	Cancellation (EC) Poss. Breach	Swiss International Airlines
3	Cancellation (EC) Weather	Swiss International Airlines
1	Delay (EC) No asstnc./Breach	Swiss International Airlines
2	Denied boarding (EC)	Swiss International Airlines
1	Denied boarding (EC)	TAM Linhas Aéreas, S.A.
6	Cancellation (EC) Other	TAP - Air Portugal
1	Delay (EC) No asstnc./Breach	TAP - Air Portugal
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	TAP - Air Portugal
1	Denied boarding (EC)	TAP - Air Portugal
5	Cancellation (EC) Flight safety	Thai Airways
1	Cancellation (EC) Other	Thai Airways
1	Cancellation (EC) Weather	Thai Airways
1	Delay (EC) No asstnc./Breach	Thai Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thai Airways
3	Cancellation (EC) Flight safety	Thomas Cook Airlines
8	Cancellation (EC) Other	Thomas Cook Airlines
13	Delay (EC) No asstnc./Breach	Thomas Cook Airlines
45	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomas Cook Airlines
10	Denied boarding (EC)	Thomas Cook Airlines
2	Cancellation (EC) Flight safety	Thomson Airways
4	Cancellation (EC) Other	Thomson Airways
8	Delay (EC) No asstnc./Breach	Thomson Airways
28	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomson Airways
2	Denied boarding (EC)	Thomson Airways
1	Cancellation (EC) Flight safety	Thomsonfly
3	Cancellation (EC) Other	Thomsonfly
1	Cancellation (EC) Poss. Breach	Thomsonfly
7	Delay (EC) No asstnc./Breach	Thomsonfly
9	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomsonfly
2	Denied boarding (EC)	Thomsonfly
1	Cancellation (EC) Flight safety	Transavia
4	Cancellation (EC) Flight safety	United Airlines
5	Cancellation (EC) Other	United Airlines

5	Cancellation (EC) Flight safety	US Airways
6	Cancellation (EC) Other	US Airways
1	Denied boarding (EC)	US Airways
1	Cancellation (EC) Flight safety	Viking Airlines
1	Cancellation (EC) Other	Viking Airlines
1	Delay (EC) No asstnc./Breach	Viking Airlines
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Viking Airlines
25	Cancellation (EC) Flight safety	Virgin Atlantic Airways
15	Cancellation (EC) Other	Virgin Atlantic Airways
9	Delay (EC) No asstnc./Breach	Virgin Atlantic Airways
31	Delay 5hr+ (EC) (could incl. no offer of Ref)	Virgin Atlantic Airways
13	Denied boarding (EC)	Virgin Atlantic Airways
2	Denied boarding (EC)	Virgin Nigeria Airways
1	Cancellation (EC) Other	Vueling Airlines
1	Delay (EC) No asstnc./Breach	Vueling Airlines
1	Denied boarding (EC)	Vueling Airlines
1	Delay (EC) No asstnc./Breach	Wideroe's Flyveselskap
25	Cancellation (EC) Flight safety	Wizz Air Hungary Airlines Ltd
45	Cancellation (EC) Other	Wizz Air Hungary Airlines Ltd
8	Cancellation (EC) Poss. Breach	Wizz Air Hungary Airlines Ltd
9	Cancellation (EC) Weather	Wizz Air Hungary Airlines Ltd
3	Delay (EC) No asstnc./Breach	Wizz Air Hungary Airlines Ltd
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Wizz Air Hungary Airlines Ltd
2	Denied boarding (EC)	Wizz Air Hungary Airlines Ltd
1	Cancellation (EC) Other	Yemen Airways
1	Delay (EC) No asstnc./Breach	Yemen Airways
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Number of files referred to other National Enforcement Bodies 216

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	Description	Carrier
2	Cancellation (EC) Weather	Adria Airways
3	Cancellation (EC) Other	Aegean Airlines
13	Cancellation (EC) Weather	Aegean Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Aegean Airlines
2	Cancellation (EC) Other	Aer Arann
1	Cancellation (EC) Weather	Aer Arann
2	Delay (EC) No asstnc./Breach	Aer Arann
13	Cancellation (EC) Flight safety	Aer Lingus
18	Cancellation (EC) Other	Aer Lingus
2	Cancellation (EC) Poss. Breach	Aer Lingus
51	Cancellation (EC) Weather	Aer Lingus
5	Delay (EC) No asstnc./Breach	Aer Lingus
7	Delay 5hr+ (EC) (could incl. no offer of Ref)	Aer Lingus
3	Denied boarding (EC)	Aer Lingus
1	Cancellation (EC) Flight safety	Aeroflot
1	Cancellation (EC) Other	Aeroflot
1	Cancellation (EC) Other	AeroMexico
1	Cancellation (EC) Other	Afriqiyah Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Afriqiyah Airways
1	Cancellation (EC) Weather	Air Algerie
1	Cancellation (EC) Other	Air Asia
1	Delay (EC) No asstnc./Breach	Air Asia
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Asia
1	Cancellation (EC) Flight safety	Air Baltic
6	Cancellation (EC) Other	Air Baltic
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Baltic
1	Cancellation (EC) Other	Air Berlin
9	Cancellation (EC) Weather	Air Berlin
1	Delay (EC) No asstnc./Breach	Air Berlin
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Berlin
1	Denied boarding (EC)	Air Berlin
1	Cancellation (EC) Flight safety	Air Canada
1	Cancellation (EC) Other	Air Canada
3	Cancellation (EC) Weather	Air Canada
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Canada

1	Denied boarding (EC)	Air Canada
1	Cancellation (EC) Other	Air China
1	Denied boarding (EC)	Air China
1	Cancellation (EC) Other	Air Dolomiti
10	Cancellation (EC) Weather	Air Europa
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Europa
3	Denied boarding (EC)	Air Europa
14	Cancellation (EC) Flight safety	Air France
14	Cancellation (EC) Other	Air France
2	Cancellation (EC) Poss. Breach	Air France
130	Cancellation (EC) Weather	Air France
6	Delay (EC) No asstnc./Breach	Air France
18	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air France
8	Denied boarding (EC)	Air France
1	Cancellation (EC) Other	Air India
1	Cancellation (EC) Weather	Air India
3	Cancellation (EC) Other	Air Malta
1	Cancellation (EC) Poss. Breach	Air Malta
35	Cancellation (EC) Weather	Air Malta
1	Delay (EC) No asstnc./Breach	Air Malta
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Malta
2	Denied boarding (EC)	Air Malta
1	Cancellation (EC) Other	Air Mauritius
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air New Zealand
1	Cancellation (EC) Flight safety	Air Seychelles
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Air Seychelles
3	Cancellation (EC) Flight safety	Air South West
3	Cancellation (EC) Weather	Air South West
1	Cancellation (EC) Weather	Air Transat
3	Denied boarding (EC)	Air Transat
1	Cancellation (EC) Other	Air Zimbabwe
1	Cancellation (EC) Weather	Air Zimbabwe
30	Delay (EC) No asstnc./Breach	AirAsia.com
38	Delay 5hr+ (EC) (could incl. no offer of Ref)	AirAsia.com
1	Cancellation (EC) Other	Airblue
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Airblue
1	Cancellation (EC) Weather	Airport

3	Cancellation (EC) Other	Albanian Airlines
2	Cancellation (EC) Poss. Breach	Albanian Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Albanian Airlines
1	Denied boarding (EC)	Albanian Airlines
1	Cancellation (EC) Flight safety	Alitalia
5	Cancellation (EC) Other	Alitalia
1	Cancellation (EC) Poss. Breach	Alitalia
21	Cancellation (EC) Weather	Alitalia
1	Denied boarding (EC)	Alitalia
4	Cancellation (EC) Flight safety	American Airlines
2	Cancellation (EC) Other	American Airlines
7	Cancellation (EC) Weather	American Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	American Airlines
1	Cancellation (EC) Other	Andalus Lineas Aereas
1	Cancellation (EC) Flight safety	Arik Air
2	Cancellation (EC) Other	Arik Air
1	Cancellation (EC) Other	Atlas Blue
1	Delay (EC) No asstnc./Breach	Atlas Blue
1	Denied boarding (EC)	Atlasjet
1	Cancellation (EC) Weather	Aurigny Air Services
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Aurigny Air Services
1	Cancellation (EC) Flight safety	Austrian Airlines
1	Cancellation (EC) Other	Austrian Airlines
9	Cancellation (EC) Weather	Austrian Airlines
1	Denied boarding (EC)	Austrian Airlines
2	Cancellation (EC) Other	Baboo
1	Denied boarding (EC)	Baboo
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Balkan Bulgarian Airlines
2	Cancellation (EC) Flight safety	Bellview Airlines
7	Cancellation (EC) Other	Bellview Airlines
1	Cancellation (EC) Flight safety	Biman Bangladesh Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Biman Bangladesh Airlines
1	Cancellation (EC) Flight safety	Blue Air
5	Cancellation (EC) Other	Blue Air
5	Cancellation (EC) Weather	Blue Air
1	Delay (EC) No asstnc./Breach	Blue Air
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Blue Air

4	Cancellation (EC) Flight safety	BMI
11	Cancellation (EC) Other	BMI
34	Cancellation (EC) Weather	BMI
5	Delay (EC) No asstnc./Breach	BMI
12	Delay 5hr+ (EC) (could incl. no offer of Ref)	BMI
2	Denied boarding (EC)	BMI
19	Cancellation (EC) Flight safety	bmi baby
64	Cancellation (EC) Other	bmi baby
8	Cancellation (EC) Poss. Breach	bmi baby
186	Cancellation (EC) Weather	bmi baby
8	Delay (EC) No asstnc./Breach	bmi baby
14	Delay 5hr+ (EC) (could incl. no offer of Ref)	bmi baby
3	Denied boarding (EC)	bmi baby
1	Cancellation (EC) Flight safety	Brit Air
26	Cancellation (EC) Flight safety	British Airways plc
180	Cancellation (EC) Other	British Airways plc
17	Cancellation (EC) Poss. Breach	British Airways plc
283	Cancellation (EC) Weather	British Airways plc
36	Delay (EC) No asstnc./Breach	British Airways plc
91	Delay 5hr+ (EC) (could incl. no offer of Ref)	British Airways plc
22	Denied boarding (EC)	British Airways plc
1	Cancellation (EC) Other	British Airways plc (DO NOT USE)
3	Cancellation (EC) Flight safety	Brussels Airlines
1	Cancellation (EC) Other	Brussels Airlines
2	Cancellation (EC) Weather	Brussels Airlines
1	Delay (EC) No asstnc./Breach	Brussels Airlines
1	Cancellation (EC) Flight safety	Brussels Airlines (DO NOT USE)
3	Cancellation (EC) Other	Bulgaria Air
1	Cancellation (EC) Other	Cathay Pacific
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Cathay Pacific
1	Cancellation (EC) Flight safety	Cimber Air
1	Cancellation (EC) Weather	Cimber Sterling
1	Cancellation (EC) Other	CityFlyer Express
1	Cancellation (EC) Other	CityJet
1	Cancellation (EC) Weather	CityJet
47	Cancellation (EC) Flight safety	Continental Airlines
3	Cancellation (EC) Other	Continental Airlines

3	Cancellation (EC) Poss. Breach	Continental Airlines
5	Cancellation (EC) Weather	Continental Airlines
4	Delay (EC) No asstnc./Breach	Continental Airlines
24	Delay 5hr+ (EC) (could incl. no offer of Ref)	Continental Airlines
1	Denied boarding (EC)	Continental Airlines
2	Cancellation (EC) Other	CSA Czech Airlines
1	Cancellation (EC) Weather	CSA Czech Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	CSA Czech Airlines
2	Cancellation (EC) Flight safety	Cubana Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Cubana Airlines
1	Cancellation (EC) Flight safety	Cyprus Airways
7	Cancellation (EC) Other	Cyprus Airways
38	Cancellation (EC) Weather	Cyprus Airways
4	Cancellation (EC) Other	Danube Wings
19	Cancellation (EC) Flight safety	Delta Airlines
8	Cancellation (EC) Other	Delta Airlines
1	Cancellation (EC) Poss. Breach	Delta Airlines
12	Cancellation (EC) Weather	Delta Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Delta Airlines
2	Denied boarding (EC)	Delta Airlines
1	Cancellation (EC) Weather	Eastern Airways
249	Cancellation (EC) Flight safety	EasyJet
1197	Cancellation (EC) Other	EasyJet
193	Cancellation (EC) Poss. Breach	EasyJet
653	Cancellation (EC) Weather	EasyJet
157	Delay (EC) No asstnc./Breach	EasyJet
305	Delay 5hr+ (EC) (could incl. no offer of Ref)	EasyJet
81	Denied boarding (EC)	EasyJet
1	Cancellation (EC) Weather	Edelweiss Air
1	Cancellation (EC) Weather	El Al Israel Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	El Al Israel Airlines
4	Cancellation (EC) Flight safety	Emirates
4	Cancellation (EC) Other	Emirates
1	Cancellation (EC) Poss. Breach	Emirates
4	Cancellation (EC) Weather	Emirates
2	Delay (EC) No asstnc./Breach	Emirates
7	Delay 5hr+ (EC) (could incl. no offer of Ref)	Emirates

2	Denied boarding (EC)	Emirates
1	Cancellation (EC) Flight safety	Ethiopian Airlines
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ethiopian Airlines
1	Cancellation (EC) Flight safety	Etihad Airways
1	Cancellation (EC) Other	Etihad Airways
3	Cancellation (EC) Weather	Eurocypria Airlines Ltd
1	Delay (EC) No asstnc./Breach	Eurocypria Airlines Ltd
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Eurocypria Airlines Ltd
1	Denied boarding (EC)	Eurocypria Airlines Ltd
1	Cancellation (EC) Poss. Breach	EVA Airways
1	Cancellation (EC) Other	Finnair
3	Cancellation (EC) Weather	Finnair
1	Denied boarding (EC)	Finnair
1	Delay (EC) No asstnc./Breach	First Choice
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	First Choice
34	Cancellation (EC) Flight safety	Flybe
48	Cancellation (EC) Other	Flybe
6	Cancellation (EC) Poss. Breach	Flybe
75	Cancellation (EC) Weather	Flybe
17	Delay (EC) No asstnc./Breach	Flybe
22	Delay 5hr+ (EC) (could incl. no offer of Ref)	Flybe
3	Denied boarding (EC)	Flybe
4	Cancellation (EC) Other	FlyGlobespan
1	Delay (EC) No asstnc./Breach	FlyGlobespan
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	FlyGlobespan
4	Cancellation (EC) Weather	Germanwings
2	Cancellation (EC) Other	Ghana International Airlines
2	Cancellation (EC) Other	Gulf Air
1	Cancellation (EC) Weather	Gulf Air
3	Cancellation (EC) Flight safety	Iberia
4	Cancellation (EC) Other	Iberia
3	Cancellation (EC) Poss. Breach	Iberia
28	Cancellation (EC) Weather	Iberia
7	Delay (EC) No asstnc./Breach	Iberia
10	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iberia
5	Denied boarding (EC)	Iberia
7	Cancellation (EC) Other	Iceland Express

1	Cancellation (EC) Poss. Breach	Iceland Express
3	Cancellation (EC) Weather	Iceland Express
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Iceland Express
1	Cancellation (EC) Other	Icelandair
2	Cancellation (EC) Weather	Icelandair
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Icelandair
2	Cancellation (EC) Flight safety	Jet Airways India Ltd
2	Denied boarding (EC)	Jet Airways India Ltd
3	Cancellation (EC) Flight safety	Jet2
7	Cancellation (EC) Other	Jet2
2	Cancellation (EC) Poss. Breach	Jet2
70	Cancellation (EC) Weather	Jet2
14	Delay (EC) No asstnc./Breach	Jet2
39	Delay 5hr+ (EC) (could incl. no offer of Ref)	Jet2
1	Denied boarding (EC)	Jet2
2	Cancellation (EC) Flight safety	Kenya Airways Ltd
1	Cancellation (EC) Other	Kenya Airways Ltd
5	Delay 5hr+ (EC) (could incl. no offer of Ref)	Kenya Airways Ltd
1	Cancellation (EC) Flight safety	Kibris Turkish Airlines
1	Denied boarding (EC)	Kibris Turkish Airlines
1	Cancellation (EC) Weather	Kingfisher Airlines
16	Cancellation (EC) Flight safety	KLM Royal Dutch Airlines
20	Cancellation (EC) Other	KLM Royal Dutch Airlines
4	Cancellation (EC) Poss. Breach	KLM Royal Dutch Airlines
180	Cancellation (EC) Weather	KLM Royal Dutch Airlines
4	Delay (EC) No asstnc./Breach	KLM Royal Dutch Airlines
9	Delay 5hr+ (EC) (could incl. no offer of Ref)	KLM Royal Dutch Airlines
14	Denied boarding (EC)	KLM Royal Dutch Airlines
2	Cancellation (EC) Other	KLM uk / KLM Royal Dutch Airlines
1	Cancellation (EC) Weather	KLM uk / KLM Royal Dutch Airlines
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Koralblue
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Kuwait Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Lan Airlines
1	Cancellation (EC) Weather	Lithuanian Airlines
1	Cancellation (EC) Flight safety	Loganair
1	Cancellation (EC) Other	Loganair
2	Cancellation (EC) Weather	Loganair

18	Cancellation (EC) Flight safety	Lufthansa German Airlines
21	Cancellation (EC) Other	Lufthansa German Airlines
1	Cancellation (EC) Poss. Breach	Lufthansa German Airlines
54	Cancellation (EC) Weather	Lufthansa German Airlines
2	Delay (EC) No asstnc./Breach	Lufthansa German Airlines
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Lufthansa German Airlines
8	Denied boarding (EC)	Lufthansa German Airlines
1	Cancellation (EC) Other	Luxair
6	Cancellation (EC) Flight safety	Malaysia Airlines
1	Cancellation (EC) Other	Malaysia Airlines
2	Cancellation (EC) Weather	Malaysia Airlines
2	Delay (EC) No asstnc./Breach	Malaysia Airlines
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Malaysia Airlines
1	Denied boarding (EC)	Malaysia Airlines
1	Cancellation (EC) Poss. Breach	Malev Hungarian Airlines
1	Cancellation (EC) Weather	Malev Hungarian Airlines
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Malev Hungarian Airlines
7	Cancellation (EC) Weather	Martinair
2	Cancellation (EC) Flight safety	Meridiana fly S.p.A
3	Cancellation (EC) Other	Meridiana fly S.p.A
1	Cancellation (EC) Poss. Breach	Meridiana fly S.p.A
8	Cancellation (EC) Weather	Meridiana fly S.p.A
3	Cancellation (EC) Flight safety	Monarch Airlines Limited
18	Cancellation (EC) Other	Monarch Airlines Limited
7	Cancellation (EC) Poss. Breach	Monarch Airlines Limited
116	Cancellation (EC) Weather	Monarch Airlines Limited
23	Delay (EC) No asstnc./Breach	Monarch Airlines Limited
136	Delay 5hr+ (EC) (could incl. no offer of Ref)	Monarch Airlines Limited
8	Denied boarding (EC)	Monarch Airlines Limited
1	Cancellation (EC) Other	My Wings
1	Cancellation (EC) Other	Norwegian Air Shuttle ASA
8	Cancellation (EC) Weather	Norwegian Air Shuttle ASA
1	Delay (EC) No asstnc./Breach	Norwegian Air Shuttle ASA
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Norwegian Air Shuttle ASA
2	Cancellation (EC) Flight safety	Olympic Air
6	Cancellation (EC) Other	Olympic Air
8	Cancellation (EC) Weather	Olympic Air

1	Denied boarding (EC)	Oman Air
2	Cancellation (EC) Other	Onur Air
2	Cancellation (EC) Flight safety	Other
7	Cancellation (EC) Other	Other
9	Cancellation (EC) Weather	Other
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Other
1	Denied boarding (EC)	Other
1	Cancellation (EC) Other	Pakistan International Airlines
1	Delay (EC) No asstnc./Breach	Pakistan International Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Pakistan International Airlines
1	Denied boarding (EC)	Pakistan International Airlines
1	Cancellation (EC) Other	Pegasus Airlines
1	Cancellation (EC) Weather	Pegasus Airlines
1	Delay (EC) No asstnc./Breach	Pegasus Airlines
1	Denied boarding (EC)	Pegasus Airlines
1	Cancellation (EC) Poss. Breach	Qantas Airways
2	Cancellation (EC) Weather	Qantas Airways
1	Delay (EC) No asstnc./Breach	Qantas Airways
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Qantas Airways
1	Denied boarding (EC)	Qantas Airways
2	Cancellation (EC) Weather	Qatar Airways
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Qatar Airways
2	Denied boarding (EC)	Qatar Airways
1	Cancellation (EC) Other	Rossiya Airlines
2	Cancellation (EC) Flight safety	Royal Air Maroc
8	Cancellation (EC) Weather	Royal Air Maroc
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Royal Air Maroc
2	Cancellation (EC) Flight safety	Royal Brunei Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Royal Brunei Airlines
1	Cancellation (EC) Weather	Royal Jordanian Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Royal Jordanian Airlines
17	Cancellation (EC) Flight safety	Ryanair
145	Cancellation (EC) Other	Ryanair
34	Cancellation (EC) Poss. Breach	Ryanair
666	Cancellation (EC) Weather	Ryanair
49	Delay (EC) No asstnc./Breach	Ryanair
79	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ryanair

23	Denied boarding (EC)	Ryanair
1	Cancellation (EC) Other	Saga Airlines
3	Cancellation (EC) Weather	Saga Airlines
1	Delay (EC) No asstnc./Breach	Saga Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Saga Airlines
1	Cancellation (EC) Other	SATA Air Acores
1	Cancellation (EC) Weather	SATA Air Acores
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	SATA Air Acores
2	Delay (EC) No asstnc./Breach	Saudi Arabian Airlines
1	Denied boarding (EC)	Saudi Arabian Airlines
2	Cancellation (EC) Flight safety	Scandinavian Airlines System (SAS
3	Cancellation (EC) Other	Scandinavian Airlines System (SAS
4	Cancellation (EC) Weather	Scandinavian Airlines System (SAS
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Scandinavian Airlines System (SAS
2	Denied boarding (EC)	Scandinavian Airlines System (SAS
1	Cancellation (EC) Flight safety	Singapore Airlines
1	Cancellation (EC) Other	Singapore Airlines
2	Delay (EC) No asstnc./Breach	Singapore Airlines
6	Delay 5hr+ (EC) (could incl. no offer of Ref)	Singapore Airlines
1	Cancellation (EC) Weather	Snowjet
1	Cancellation (EC) Other	South African Airways
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	South African Airways
2	Cancellation (EC) Flight safety	Spanair
5	Cancellation (EC) Other	Spanair
3	Cancellation (EC) Weather	Spanair
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Spanair
2	Denied boarding (EC)	Spanair
3	Cancellation (EC) Flight safety	SriLankan Airlines
2	Cancellation (EC) Other	SriLankan Airlines
4	Delay 5hr+ (EC) (could incl. no offer of Ref)	SriLankan Airlines
2	Denied boarding (EC)	SriLankan Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Star 1 Airlines
1	Cancellation (EC) Weather	Sun Air
4	Cancellation (EC) Flight safety	Swiss International Airlines
8	Cancellation (EC) Other	Swiss International Airlines
2	Cancellation (EC) Poss. Breach	Swiss International Airlines
25	Cancellation (EC) Weather	Swiss International Airlines

5	Delay (EC) No asstnc./Breach	Swiss International Airlines
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	Swiss International Airlines
4	Denied boarding (EC)	Swiss International Airlines
1	Cancellation (EC) Other	TACV
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	TAM Linhas Aéreas, S.A.
4	Cancellation (EC) Flight safety	TAP - Air Portugal
7	Cancellation (EC) Other	TAP - Air Portugal
14	Cancellation (EC) Weather	TAP - Air Portugal
3	Delay (EC) No asstnc./Breach	TAP - Air Portugal
2	Delay 5hr+ (EC) (could incl. no offer of Ref)	TAP - Air Portugal
6	Denied boarding (EC)	TAP - Air Portugal
1	Cancellation (EC) Weather	Tarom
8	Cancellation (EC) Flight safety	Thai Airways
3	Cancellation (EC) Other	Thai Airways
1	Delay (EC) No asstnc./Breach	Thai Airways
3	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thai Airways
1	Denied boarding (EC)	Thai Airways
6	Cancellation (EC) Flight safety	Thomas Cook Airlines
8	Cancellation (EC) Other	Thomas Cook Airlines
2	Cancellation (EC) Poss. Breach	Thomas Cook Airlines
21	Cancellation (EC) Weather	Thomas Cook Airlines
28	Delay (EC) No asstnc./Breach	Thomas Cook Airlines
122	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomas Cook Airlines
8	Denied boarding (EC)	Thomas Cook Airlines
2	Cancellation (EC) Flight safety	Thomson Airways
10	Cancellation (EC) Other	Thomson Airways
1	Cancellation (EC) Poss. Breach	Thomson Airways
14	Cancellation (EC) Weather	Thomson Airways
16	Delay (EC) No asstnc./Breach	Thomson Airways
130	Delay 5hr+ (EC) (could incl. no offer of Ref)	Thomson Airways
3	Denied boarding (EC)	Thomson Airways
2	Cancellation (EC) Weather	Thomsonfly
1	Denied boarding (EC)	Transaero Airlines
1	Delay (EC) No asstnc./Breach	Transavia
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Tunisair
3	Cancellation (EC) Weather	Turkish Airlines
2	Delay (EC) No asstnc./Breach	Turkish Airlines

4	Delay 5hr+ (EC) (could incl. no offer of Ref)	Turkish Airlines
1	Denied boarding (EC)	Turkish Airlines
1	Delay (EC) No asstnc./Breach	Turkuaz Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Ukraine International Airlines
1	Denied boarding (EC)	Ukraine International Airlines
2	Cancellation (EC) Other	United Airlines
7	Cancellation (EC) Weather	United Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	United Airlines
1	Cancellation (EC) Flight safety	US Airways
1	Cancellation (EC) Other	US Airways
4	Cancellation (EC) Weather	US Airways
2	Cancellation (EC) Flight safety	Viking Airlines
35	Cancellation (EC) Other	Viking Airlines
1	Cancellation (EC) Poss. Breach	Viking Airlines
52	Cancellation (EC) Weather	Viking Airlines
10	Delay (EC) No asstnc./Breach	Viking Airlines
79	Delay 5hr+ (EC) (could incl. no offer of Ref)	Viking Airlines
6	Denied boarding (EC)	Viking Airlines
1	Cancellation (EC) Other	Viking Hellas Airlines
1	Delay (EC) No asstnc./Breach	Viking Hellas Airlines
1	Delay 5hr+ (EC) (could incl. no offer of Ref)	Viking Hellas Airlines
1	Denied boarding (EC)	Viking Hellas Airlines
13	Cancellation (EC) Flight safety	Virgin Atlantic Airways
8	Cancellation (EC) Other	Virgin Atlantic Airways
2	Cancellation (EC) Poss. Breach	Virgin Atlantic Airways
84	Cancellation (EC) Weather	Virgin Atlantic Airways
11	Delay (EC) No asstnc./Breach	Virgin Atlantic Airways
59	Delay 5hr+ (EC) (could incl. no offer of Ref)	Virgin Atlantic Airways
13	Denied boarding (EC)	Virgin Atlantic Airways
1	Cancellation (EC) Other	Volare Airlines
4	Cancellation (EC) Other	Vueling Airlines
13	Cancellation (EC) Weather	Vueling Airlines
1	Delay (EC) No asstnc./Breach	Vueling Airlines
1	Denied boarding (EC)	Vueling Airlines
1	Cancellation (EC) Flight safety	Wideroe's Flyveselskap
1	Delay (EC) No asstnc./Breach	Wind Jet
6	Cancellation (EC) Flight safety	Wizz Air Hungary Airlines Ltd

15	Cancellation (EC) Other	Wizz Air Hungary Airlines Ltd
4	Cancellation (EC) Poss. Breach	Wizz Air Hungary Airlines Ltd
22	Cancellation (EC) Weather	Wizz Air Hungary Airlines Ltd
11	Delay (EC) No asstnc./Breach	Wizz Air Hungary Airlines Ltd
35	Delay 5hr+ (EC) (could incl. no offer of Ref)	Wizz Air Hungary Airlines Ltd
4	Denied boarding (EC)	Wizz Air Hungary Airlines Ltd
1	Cancellation (EC) Other	Yemen Airways

8093

Number of complaints referred to other National Enforcement Bodies 1762

01 Nov 2010 - 31 Oct 2011

CarrierName		Description
Adria Airways	2	Cancellation (EC) Other
Aegean Airlines	1	Cancellation (EC) Flight safety
Aegean Airlines	1	Cancellation (EC) Other
Aegean Airlines	1	Cancellation (EC) Weather
Aegean Airlines	1	Delay (EC) No asstnc./Breach
Aer Arann	6	Cancellation (EC) Flight safety
Aer Arann	1	Cancellation (EC) Other
Aer Arann	2	Cancellation (EC) Weather
Aer Arann	1	Delay (EC) No asstnc./Breach
Aer Arann	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Aer Arann	2	Denied boarding (EC)
Aer Lingus	5	Cancellation (EC) Flight safety
Aer Lingus	26	Cancellation (EC) Other
Aer Lingus	1	Cancellation (EC) Poss. Breach
Aer Lingus	32	Cancellation (EC) Weather
Aer Lingus	2	Delay (EC) No asstnc./Breach
Aer Lingus	8	Delay 5hr+ (EC) (could incl. no offer of Ref)
Aer Lingus	1	Denied boarding (EC)
Aer Olympic HQ	1	Cancellation (EC) Other
Aeroflot	3	Cancellation (EC) Weather
Aerosvit Airlines	1	Delay (EC) No asstnc./Breach
Air Asia	1	Cancellation (EC) Other
Air Asia	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air Baltic	2	Cancellation (EC) Flight safety
Air Baltic	6	Cancellation (EC) Other
Air Baltic	2	Cancellation (EC) Weather
Air Berlin	1	Cancellation (EC) Flight safety
Air Berlin	1	Cancellation (EC) Other
Air Berlin	1	Delay (EC) No asstnc./Breach
Air Berlin	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air Berlin	3	Denied boarding (EC)
Air Canada	11	Cancellation (EC) Weather
Air Canada	4	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air Canada	1	Denied boarding (EC)
Air China	1	Cancellation (EC) Weather

Air Europa	3	Cancellation (EC) Other
Air Europa	1	Cancellation (EC) Poss. Breach
Air France	11	Cancellation (EC) Flight safety
Air France	15	Cancellation (EC) Other
Air France	1	Cancellation (EC) Poss. Breach
Air France	23	Cancellation (EC) Weather
Air France	6	Delay (EC) No asstnc./Breach
Air France	8	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air France	4	Denied boarding (EC)
Air India	2	Cancellation (EC) Flight safety
Air India	5	Cancellation (EC) Other
Air India	5	Cancellation (EC) Weather
Air India	1	Delay (EC) No asstnc./Breach
Air India	3	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air India	1	Denied boarding (EC)
Air Malta	4	Cancellation (EC) Weather
Air Malta	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air Malta	1	Denied boarding (EC)
Air Mauritius	2	Cancellation (EC) Weather
Air Mauritius	5	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air New Zealand	2	Cancellation (EC) Weather
Air New Zealand	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air South West	2	Cancellation (EC) Flight safety
Air South West	3	Cancellation (EC) Other
Air Transat	1	Cancellation (EC) Weather
Air Transat	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Air Transat	2	Denied boarding (EC)
Air Zimbabwe	5	Cancellation (EC) Other
Airblue	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Albanian Airlines	1	Cancellation (EC) Weather
Alitalia	1	Cancellation (EC) Other
Alitalia	1	Cancellation (EC) Poss. Breach
Alitalia	4	Cancellation (EC) Weather
Alitalia	2	Delay (EC) No asstnc./Breach
Alitalia	3	Denied boarding (EC)
All Nippon Airways Co Ltd	1	Cancellation (EC) Weather
American Airlines	6	Cancellation (EC) Flight safety

American Airlines	2	Cancellation (EC) Other
American Airlines	6	Cancellation (EC) Weather
American Airlines	8	Delay 5hr+ (EC) (could incl. no offer of Ref)
American Airlines	1	Denied boarding (EC)
Arik Air	1	Cancellation (EC) Weather
Arik Air	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Arik Air	1	Denied boarding (EC)
Asiana Airlines	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Astraeus Ltd	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Athens Airways	1	Cancellation (EC) Other
Athens Airways	1	Cancellation (EC) Poss. Breach
Aurigny Air Services	1	Cancellation (EC) Flight safety
Aurigny Air Services	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Austrian Airlines	1	Cancellation (EC) Other
Austrian Airlines	1	Cancellation (EC) Weather
Baboo	1	Delay (EC) No asstnc./Breach
Biman Bangladesh Airlines	1	Cancellation (EC) Weather
Blue Air	1	Cancellation (EC) Other
Blue Air	1	Cancellation (EC) Poss. Breach
Blue Air	2	Cancellation (EC) Weather
Blue Air	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Blue Islands	1	Cancellation (EC) Flight safety
Blue1	1	Cancellation (EC) Flight safety
Blue1	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
BMI	11	Cancellation (EC) Flight safety
BMI	21	Cancellation (EC) Other
BMI	2	Cancellation (EC) Poss. Breach
BMI	37	Cancellation (EC) Weather
BMI	8	Delay (EC) No asstnc./Breach
BMI	7	Delay 5hr+ (EC) (could incl. no offer of Ref)
BMI	10	Denied boarding (EC)
bmi baby	10	Cancellation (EC) Flight safety
bmi baby	24	Cancellation (EC) Other
bmi baby	1	Cancellation (EC) Poss. Breach
bmi baby	23	Cancellation (EC) Weather
bmi baby	4	Delay (EC) No asstnc./Breach
bmi baby	7	Delay 5hr+ (EC) (could incl. no offer of Ref)

bmi baby	2	Denied boarding (EC)
British Airways plc	30	Cancellation (EC) Flight safety
British Airways plc	123	Cancellation (EC) Other
British Airways plc	10	Cancellation (EC) Poss. Breach
British Airways plc	288	Cancellation (EC) Weather
British Airways plc	37	Delay (EC) No asstnc./Breach
British Airways plc	119	Delay 5hr+ (EC) (could incl. no offer of Ref)
British Airways plc	28	Denied boarding (EC)
British Airways plc (DO NOT US	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Brussels Airlines	1	Cancellation (EC) Flight safety
Brussels Airlines	3	Cancellation (EC) Other
Brussels Airlines	1	Cancellation (EC) Weather
Brussels Airlines	1	Delay (EC) No asstnc./Breach
Bulgaria Air	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Canadian Airlines International	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Canadian Airlines International	1	Denied boarding (EC)
Cathay Pacific	3	Cancellation (EC) Flight safety
Cathay Pacific	1	Cancellation (EC) Other
Cathay Pacific	5	Cancellation (EC) Weather
Cathay Pacific	3	Delay 5hr+ (EC) (could incl. no offer of Ref)
Channel Express	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
China Airlines	1	Cancellation (EC) Other
Cimber Sterling	1	Cancellation (EC) Flight safety
City Airline	1	Cancellation (EC) Flight safety
CityJet	1	Cancellation (EC) Flight safety
CityJet	1	Cancellation (EC) Other
Condor Flugdienst	1	Cancellation (EC) Weather
Condor Flugdienst	1	Denied boarding (EC)
Continental Airlines	23	Cancellation (EC) Flight safety
Continental Airlines	6	Cancellation (EC) Other
Continental Airlines	8	Cancellation (EC) Weather
Continental Airlines	2	Delay (EC) No asstnc./Breach
Continental Airlines	10	Delay 5hr+ (EC) (could incl. no offer of Ref)
CSA Czech Airlines	1	Cancellation (EC) Weather
Cubana Airlines	2	Cancellation (EC) Flight safety
Cubana Airlines	4	Delay 5hr+ (EC) (could incl. no offer of Ref)
Cubana Airlines	1	Denied boarding (EC)

Cyprus Airways	3	Cancellation (EC) Other
Cyprus Airways	3	Cancellation (EC) Weather
Cyprus Airways	1	Delay (EC) No asstnc./Breach
Cyprus Airways	3	Delay 5hr+ (EC) (could incl. no offer of Ref)
Cyprus Airways	1	Denied boarding (EC)
Danube Wings	1	Cancellation (EC) Other
Delta Airlines	13	Cancellation (EC) Flight safety
Delta Airlines	9	Cancellation (EC) Other
Delta Airlines	12	Cancellation (EC) Weather
Delta Airlines	2	Delay (EC) No asstnc./Breach
Delta Airlines	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Delta Airlines	2	Denied boarding (EC)
Eastern Airways	1	Cancellation (EC) Flight safety
Eastern Airways	3	Cancellation (EC) Other
Eastern Airways	3	Cancellation (EC) Weather
Eastern Airways	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
EasyJet	65	Cancellation (EC) Flight safety
EasyJet	320	Cancellation (EC) Other
EasyJet	39	Cancellation (EC) Poss. Breach
EasyJet	201	Cancellation (EC) Weather
EasyJet	46	Delay (EC) No asstnc./Breach
EasyJet	105	Delay 5hr+ (EC) (could incl. no offer of Ref)
EasyJet	59	Denied boarding (EC)
EgyptAir	2	Cancellation (EC) Weather
EgyptAir	1	Denied boarding (EC)
El Al Israel Airlines	1	Cancellation (EC) Weather
El Al Israel Airlines	1	Denied boarding (EC)
Emirates	3	Cancellation (EC) Other
Emirates	4	Cancellation (EC) Weather
Emirates	2	Delay (EC) No asstnc./Breach
Emirates	10	Delay 5hr+ (EC) (could incl. no offer of Ref)
Emirates	1	Denied boarding (EC)
Estonia Air	1	Cancellation (EC) Other
Estonia Air	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Ethiopian Airlines	1	Cancellation (EC) Other
Ethiopian Airlines	1	Cancellation (EC) Weather
Etihad Airways	3	Cancellation (EC) Weather

Etihad Airways	1	Denied boarding (EC)
Finnair	1	Cancellation (EC) Flight safety
Finnair	1	Cancellation (EC) Weather
Finnair	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
First Choice	1	Delay (EC) No asstnc./Breach
First Choice	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Fly Hellas	5	Delay 5hr+ (EC) (could incl. no offer of Ref)
Fly Hellas	1	Denied boarding (EC)
Flybe	33	Cancellation (EC) Flight safety
Flybe	48	Cancellation (EC) Other
Flybe	2	Cancellation (EC) Poss. Breach
Flybe	61	Cancellation (EC) Weather
Flybe	23	Delay (EC) No asstnc./Breach
Flybe	14	Delay 5hr+ (EC) (could incl. no offer of Ref)
Flybe	5	Denied boarding (EC)
Germanwings	1	Cancellation (EC) Flight safety
Germanwings	2	Cancellation (EC) Weather
Germanwings	1	Delay (EC) No asstnc./Breach
Germanwings	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Germanwings	1	Denied boarding (EC)
Ghana Airways (DO NOT USE)	1	Cancellation (EC) Other
Gulf Air	2	Cancellation (EC) Other
Gulf Air	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Hellenic Imperial Airways	1	Cancellation (EC) Flight safety
Hellenic Imperial Airways	8	Cancellation (EC) Other
Iberia	4	Cancellation (EC) Flight safety
Iberia	11	Cancellation (EC) Other
Iberia	16	Cancellation (EC) Weather
Iberia	5	Delay (EC) No asstnc./Breach
Iberia	11	Delay 5hr+ (EC) (could incl. no offer of Ref)
Iberia	4	Denied boarding (EC)
Iceland Express	7	Cancellation (EC) Other
Iceland Express	1	Delay (EC) No asstnc./Breach
Iceland Express	5	Delay 5hr+ (EC) (could incl. no offer of Ref)
Iceland Express	4	Denied boarding (EC)
Icelandair	3	Cancellation (EC) Weather
Icelandair	1	Delay (EC) No asstnc./Breach

Icelandair	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Jet Airways India Ltd	1	Cancellation (EC) Weather
Jet Airways India Ltd	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Jet Airways India Ltd	1	Denied boarding (EC)
Jet2	1	Cancellation (EC) Flight safety
Jet2	10	Cancellation (EC) Other
Jet2	5	Cancellation (EC) Weather
Jet2	13	Delay (EC) No asstnc./Breach
Jet2	42	Delay 5hr+ (EC) (could incl. no offer of Ref)
Jet2	2	Denied boarding (EC)
Kenya Airways Ltd	1	Cancellation (EC) Other
Kenya Airways Ltd	1	Delay (EC) No asstnc./Breach
Kenya Airways Ltd	5	Delay 5hr+ (EC) (could incl. no offer of Ref)
Kingfisher Airlines	1	Cancellation (EC) Flight safety
Kingfisher Airlines	1	Denied boarding (EC)
KLM Royal Dutch Airlines	12	Cancellation (EC) Flight safety
KLM Royal Dutch Airlines	16	Cancellation (EC) Other
KLM Royal Dutch Airlines	1	Cancellation (EC) Poss. Breach
KLM Royal Dutch Airlines	56	Cancellation (EC) Weather
KLM Royal Dutch Airlines	4	Delay (EC) No asstnc./Breach
KLM Royal Dutch Airlines	7	Delay 5hr+ (EC) (could incl. no offer of Ref)
KLM Royal Dutch Airlines	14	Denied boarding (EC)
KLM uk / KLM Royal Dutch Airlir	1	Cancellation (EC) Weather
KLM uk / KLM Royal Dutch Airlir	1	Denied boarding (EC)
Koralblue	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Korean Air	1	Cancellation (EC) Weather
Kuwait Airways	2	Cancellation (EC) Other
Kuwait Airways	1	Cancellation (EC) Weather
Kuwait Airways	2	Denied boarding (EC)
Lan Airlines	1	Delay (EC) No asstnc./Breach
Lan Airlines	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Loganair	1	Cancellation (EC) Flight safety
Loganair	1	Cancellation (EC) Other
Loganair	3	Cancellation (EC) Weather
LOT Polish Airlines	3	Cancellation (EC) Flight safety
Lufthansa German Airlines	4	Cancellation (EC) Flight safety
Lufthansa German Airlines	13	Cancellation (EC) Other

Lufthansa German Airlines	3	Cancellation (EC) Poss. Breach
Lufthansa German Airlines	33	Cancellation (EC) Weather
Lufthansa German Airlines	2	Delay (EC) No asstnc./Breach
Lufthansa German Airlines	3	Delay 5hr+ (EC) (could incl. no offer of Ref)
Lufthansa German Airlines	2	Denied boarding (EC)
Malaysia Airlines	4	Cancellation (EC) Weather
Malaysia Airlines	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Malev Hungarian Airlines	1	Cancellation (EC) Flight safety
Malev Hungarian Airlines	1	Cancellation (EC) Other
Malev Hungarian Airlines	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Malev Hungarian Airlines	1	Denied boarding (EC)
Martinair	3	Cancellation (EC) Weather
Meridiana fly S.p.A	2	Cancellation (EC) Other
Meridiana fly S.p.A	1	Cancellation (EC) Weather
Meridiana fly S.p.A	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Meridiana fly S.p.A	2	Denied boarding (EC)
Monarch Airlines Limited	2	Cancellation (EC) Flight safety
Monarch Airlines Limited	10	Cancellation (EC) Other
Monarch Airlines Limited	1	Cancellation (EC) Poss. Breach
Monarch Airlines Limited	65	Cancellation (EC) Weather
Monarch Airlines Limited	16	Delay (EC) No asstnc./Breach
Monarch Airlines Limited	85	Delay 5hr+ (EC) (could incl. no offer of Ref)
Monarch Airlines Limited	3	Denied boarding (EC)
Norwegian Air Shuttle ASA	4	Cancellation (EC) Flight safety
Norwegian Air Shuttle ASA	2	Cancellation (EC) Other
Norwegian Air Shuttle ASA	7	Cancellation (EC) Weather
Norwegian Air Shuttle ASA	1	Delay (EC) No asstnc./Breach
Norwegian Air Shuttle ASA	4	Delay 5hr+ (EC) (could incl. no offer of Ref)
Norwegian Air Shuttle ASA	1	Denied boarding (EC)
Olympic Air	3	Cancellation (EC) Other
Olympic Air	2	Cancellation (EC) Weather
Olympic Air	1	Delay (EC) No asstnc./Breach
Onur Air	1	Cancellation (EC) Other
Other	1	Cancellation (EC) Other
Other	3	Cancellation (EC) Weather
Other	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Pakistan International Airlines	1	Cancellation (EC) Flight safety

Pakistan International Airlines	4	Cancellation (EC) Other
Pakistan International Airlines	4	Delay 5hr+ (EC) (could incl. no offer of Ref)
Pakistan International Airlines	3	Denied boarding (EC)
Pegasus Airlines	5	Cancellation (EC) Other
Pegasus Airlines	1	Cancellation (EC) Poss. Breach
Privilege Style	4	Delay 5hr+ (EC) (could incl. no offer of Ref)
Qantas Airways	1	Cancellation (EC) Other
Qantas Airways	8	Cancellation (EC) Weather
Qantas Airways	3	Delay 5hr+ (EC) (could incl. no offer of Ref)
Qatar Airways	2	Delay (EC) No asstnc./Breach
Royal Air Maroc	5	Cancellation (EC) Other
Royal Air Maroc	1	Cancellation (EC) Poss. Breach
Royal Air Maroc	1	Cancellation (EC) Weather
Royal Air Maroc	3	Delay 5hr+ (EC) (could incl. no offer of Ref)
Royal Air Maroc	2	Denied boarding (EC)
Royal Brunei Airlines	1	Cancellation (EC) Flight safety
Royal Brunei Airlines	1	Cancellation (EC) Other
Royal Jordanian Airlines	1	Cancellation (EC) Weather
Royal Jordanian Airlines	8	Denied boarding (EC)
Ryanair	5	Cancellation (EC) Flight safety
Ryanair	110	Cancellation (EC) Other
Ryanair	10	Cancellation (EC) Poss. Breach
Ryanair	247	Cancellation (EC) Weather
Ryanair	54	Delay (EC) No asstnc./Breach
Ryanair	82	Delay 5hr+ (EC) (could incl. no offer of Ref)
Ryanair	25	Denied boarding (EC)
SATA Air Acores	1	Cancellation (EC) Weather
Saudi Arabian Airlines	2	Cancellation (EC) Other
Saudi Arabian Airlines	1	Cancellation (EC) Weather
Saudi Arabian Airlines	2	Denied boarding (EC)
Scandinavian Airlines System (S	10	Cancellation (EC) Flight safety
Scandinavian Airlines System (S	6	Cancellation (EC) Other
Scandinavian Airlines System (S	2	Cancellation (EC) Weather
Scandinavian Airlines System (S	2	Delay (EC) No asstnc./Breach
Scandinavian Airlines System (S	1	Denied boarding (EC)
Singapore Airlines	2	Cancellation (EC) Flight safety
Singapore Airlines	1	Cancellation (EC) Other

Singapore Airlines	1	Cancellation (EC) Weather
Singapore Airlines	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Sky Wings Airlines	1	Cancellation (EC) Flight safety
Sky Wings Airlines	1	Delay (EC) No asstnc./Breach
Sky Wings Airlines	10	Delay 5hr+ (EC) (could incl. no offer of Ref)
Snowjet	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
South African Airways	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
South African Airways	1	Denied boarding (EC)
Spanair	3	Cancellation (EC) Other
Spanair	1	Delay (EC) No asstnc./Breach
Spanair	5	Delay 5hr+ (EC) (could incl. no offer of Ref)
SriLankan Airlines	1	Cancellation (EC) Flight safety
SriLankan Airlines	3	Cancellation (EC) Other
SriLankan Airlines	3	Cancellation (EC) Weather
SriLankan Airlines	2	Delay (EC) No asstnc./Breach
SriLankan Airlines	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
SriLankan Airlines	1	Denied boarding (EC)
Strategic Airlines	7	Delay 5hr+ (EC) (could incl. no offer of Ref)
Strategic Airlines	2	Denied boarding (EC)
Swiss International Airlines	12	Cancellation (EC) Flight safety
Swiss International Airlines	18	Cancellation (EC) Other
Swiss International Airlines	3	Cancellation (EC) Poss. Breach
Swiss International Airlines	22	Cancellation (EC) Weather
Swiss International Airlines	3	Delay 5hr+ (EC) (could incl. no offer of Ref)
Swiss International Airlines	1	Denied boarding (EC)
TAM Linhas Aéreas, S.A.	3	Cancellation (EC) Weather
TAP - Air Portugal	1	Cancellation (EC) Flight safety
TAP - Air Portugal	5	Cancellation (EC) Other
TAP - Air Portugal	5	Cancellation (EC) Weather
TAP - Air Portugal	1	Delay (EC) No asstnc./Breach
TAP - Air Portugal	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
TAP - Air Portugal	6	Denied boarding (EC)
Thai Airways	1	Cancellation (EC) Poss. Breach
Thai Airways	18	Cancellation (EC) Weather
Thai Airways	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
Thai Airways	1	Denied boarding (EC)
Thomas Cook Airlines	4	Cancellation (EC) Other

Thomas Cook Airlines	8	Cancellation (EC) Weather
Thomas Cook Airlines	11	Delay (EC) No asstnc./Breach
Thomas Cook Airlines	78	Delay 5hr+ (EC) (could incl. no offer of Ref)
Thomas Cook Airlines	16	Denied boarding (EC)
Thomson Airways	3	Cancellation (EC) Flight safety
Thomson Airways	3	Cancellation (EC) Other
Thomson Airways	9	Cancellation (EC) Weather
Thomson Airways	12	Delay (EC) No asstnc./Breach
Thomson Airways	144	Delay 5hr+ (EC) (could incl. no offer of Ref)
Thomson Airways	3	Denied boarding (EC)
Thomsonfly	1	Cancellation (EC) Other
Thomsonfly	1	Delay (EC) No asstnc./Breach
Thomsonfly	8	Delay 5hr+ (EC) (could incl. no offer of Ref)
Tor Air	2	Cancellation (EC) Other
Tor Air	1	Delay (EC) No asstnc./Breach
Tor Air	19	Delay 5hr+ (EC) (could incl. no offer of Ref)
Transaero Airlines	1	Cancellation (EC) Other
Transaero Airlines	1	Delay (EC) No asstnc./Breach
Transavia	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Turkish Airlines	2	Cancellation (EC) Other
Turkish Airlines	2	Delay (EC) No asstnc./Breach
Turkish Airlines	1	Delay 5hr+ (EC) (could incl. no offer of Ref)
Turkmenistan Airlines	1	Cancellation (EC) Other
United Airlines	14	Cancellation (EC) Flight safety
United Airlines	7	Cancellation (EC) Other
United Airlines	9	Cancellation (EC) Weather
United Airlines	2	Delay (EC) No asstnc./Breach
United Airlines	2	Delay 5hr+ (EC) (could incl. no offer of Ref)
United Airlines	1	Denied boarding (EC)
US Airways	24	Cancellation (EC) Flight safety
US Airways	6	Cancellation (EC) Other
US Airways	1	Cancellation (EC) Poss. Breach
US Airways	2	Cancellation (EC) Weather
US Airways	4	Delay 5hr+ (EC) (could incl. no offer of Ref)
Viking Airlines	5	Cancellation (EC) Other
Viking Airlines	10	Cancellation (EC) Weather
Viking Airlines	1	Delay (EC) No asstnc./Breach

Viking Airlines	3	Delay 5hr+ (EC) (could incl. no offer of Ref)
Viking Hellas Airlines	1	Cancellation (EC) Other
Viking Hellas Airlines	1	Delay (EC) No asstnc./Breach
Viking Hellas Airlines	9	Delay 5hr+ (EC) (could incl. no offer of Ref)
Viking Hellas Airlines	1	Denied boarding (EC)
Virgin Atlantic Airways	12	Cancellation (EC) Flight safety
Virgin Atlantic Airways	34	Cancellation (EC) Other
Virgin Atlantic Airways	6	Cancellation (EC) Poss. Breach
Virgin Atlantic Airways	67	Cancellation (EC) Weather
Virgin Atlantic Airways	7	Delay (EC) No asstnc./Breach
Virgin Atlantic Airways	41	Delay 5hr+ (EC) (could incl. no offer of Ref)
Virgin Atlantic Airways	9	Denied boarding (EC)
Vueling Airlines	9	Cancellation (EC) Other
Vueling Airlines	6	Cancellation (EC) Weather
Wideroe's Flyveselskap	1	Cancellation (EC) Other
Wind Jet	1	Cancellation (EC) Weather
Wizz Air Hungary Airlines Ltd	26	Cancellation (EC) Flight safety
Wizz Air Hungary Airlines Ltd	25	Cancellation (EC) Other
Wizz Air Hungary Airlines Ltd	2	Cancellation (EC) Poss. Breach
Wizz Air Hungary Airlines Ltd	12	Cancellation (EC) Weather
Wizz Air Hungary Airlines Ltd	11	Delay (EC) No asstnc./Breach
Wizz Air Hungary Airlines Ltd	25	Delay 5hr+ (EC) (could incl. no offer of Ref)
Wizz Air Hungary Airlines Ltd	8	Denied boarding (EC)
	4442	

Number of complaints referred to other National Enforcement Bodies 539