

Airline / Airport Name	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases		
	ADR entity name / PACT	Complaints received 2021	Complaints received 'others'	Complaints received 1107	Complaints received awaiting categorisation	Total cases opened	Complaints per million pass	Total cases opened & rejected	Remedy awarded- Settled by Airline	Remedy awarded- Adjudicated in favour of passenger	No remedy awarded- Adjudicated in favour of airline/airport	Total cases adjudicated	Uphold rate for consumers	Total awarded	Average award	Cases rejected for discontinued	Total cases closed	Open cases at the end of Period	Open cases at the start of Period	Overdue payments at the end of the Period			
																					£261	£1107	£966
Total	CDRL	7,215	992	0	966	9,173	374	1,215	751	3,280	5,246	37%	£1,163,024	£952	323	8,479	29,021	27,944	87				
Total	CDRL	1,456	183	56	209	1,904	182	1,010	178	4,200	1,608	74%	£1,086,457	£919	418	2,026	2,910	2,504	20				
AEGEAN AIRLINES	PACT	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
AER LINGUS	PACT	32	2	0	0	34	10	0	0	38	92	47%	€110	€110	0	51	110	80	0	0			
AEROFLOT	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
AEROTIA	PACT	1	0	0	0	1	1,468	0	0	0	0	0	0	0	0	0	0	0	0	0			
AEROMEXICO	PACT	3	0	0	0	3	85	0	0	6	6	0	0	0	0	0	0	0	0	0			
AIR ALBANIA	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
AIR ALGERIE	PACT	2	0	0	0	2	133	0	0	1	0	100%	€1	€1	0	1	2	1	0	0			
AIR EUROPA	PACT	6	1	0	0	7	122	1	0	2	0	100%	€3	€3	0	3	13	6	0	0			
AIR INDIA	PACT	0	0	0	0	0	0	0	0	4	1	5%	€80	€80	0	1	13	13	0	0			
AIR MODDOVA INTERNATIONAL	PACT	1	0	0	0	1	68	0	0	0	0	0	0	0	0	0	0	0	0	0			
AIR PORTUGAL	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
AIR SERBIA	PACT	1	0	0	0	1	65	0	0	0	0	0	0	0	0	0	0	0	0	0			
AIR TRANSAT	PACT	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0			
ALBA STAR	PACT	4	0	0	0	4	9,009	0	0	10	11	91%	€11	€11	0	11	11	8	0	0			
ALL NIPPON AIRWAYS	PACT	0	0	0	0	0	0	0	0	3	0	100%	€0	€0	0	0	3	1	0	0			
AMERICAN AIRLINES	PACT	20	2	0	0	22	201	0	0	12	0	83%	€14	€14	0	14	23	10	0	0			
ARKA	PACT	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0			
AURIGN AIR SERVICES	PACT	0	0	0	0	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0			
AUSTRIAN AIRLINES	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
AVIANCA COLOMBIA	PACT	7	0	0	0	7	18	0	0	2	0	23%	€0	€0	0	2	22	16	0	0			
AZERBAIJAN AIRLINES (AZAL)	PACT	0	1	0	0	1	143	0	0	1	0	100%	€1	€1	0	1	1	0	0	0			
BALKAN AIRLINES	PACT	0	0	0	0	0	0	0	0	1	0	100%	€0	€0	0	0	0	0	0	0			
BI AIR	PACT	1	0	0	0	1	10,101	0	0	1	0	0	0	0	0	0	0	0	0	0			
BIMAN BANGLADESH AIRLINES	PACT	2	0	0	0	2	35	0	0	1	0	0	0	0	0	0	0	0	0	0			
BLUE AIR	PACT	2	0	0	0	2	0	0	0	1	0	100%	€0	€0	0	1	19	9	0	0			
BLUE ISLANDS LIMITED	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
COBENCON AIRLINES	PACT	32	0	0	0	32	8,830	0	0	27	8	35%	€77	€77	0	35	40	20	0	0			
COGNETA AIRLINES	PACT	0	0	0	0	0	0	0	0	1	0	100%	€0	€0	0	1	0	0	0	0			
EASTERN AIRWAYS	PACT	5	0	0	0	5	19	0	0	4	0	40%	€0	€0	0	4	0	0	0	0			
EASJET UK LTD	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
EDELWEISS AIR	PACT	1	0	0	0	1	250	0	0	0	0	0	0	0	0	0	0	0	0	0			
EMERALD AIRLINES	PACT	27	1	0	0	28	1,614	0	0	2	0	24%	€92	€92	0	28	22	15	0	0			
EMIRATES	PACT	10	3	0	0	13	101	2	0	12	14	14%	€14	€14	0	20	41	28	0	0			
ENTER AIR	PACT	10	0	0	0	10	34	0	0	22	0	22%	€0	€0	0	22	8	6	0	0			
ETHIOPIAN AIRLINES	PACT	0	1	0	0	1	14	0	0	1	0	100%	€0	€0	0	1	0	0	0	0			
ETHIAD AIRWAYS	PACT	6	1	0	0	7	28	1	0	6	13	32%	€20	€20	0	20	21	16	0	0			
EVA AIR	PACT	1	1	0	0	2	33	0	0	1	0	0	0	0	0	0	0	0	0	0			
FINNAIR	PACT	2	2	0	0	4	14	0	0	3	0	100%	€0	€0	0	3	6	0	0	0			
FLYBE LTD	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
FLYDUBAI	PACT	0	0	0	0	0	0	0	0	1	0	100%	€0	€0	0	1	1	0	0	0			
FREEBIRD AIRLINES	PACT	0	0	0	0	0	0	0	0	1	0	100%	€0	€0	0	1	1	0	0	0			
Gulf Air	PACT	11	3	0	0	14	107	3	0	17	14	24%	€19	€19	0	24	53	37	0	0			
IBERIA	PACT	11	1	0	0	12	51	3	0	23	6	29%	€79	€79	0	34	30	18	0	0			
ICELANDAIR	PACT	3	0	0	0	3	30	0	0	1	0	0	0	0	0	0	0	0	0	0			
IFS AIRWAYS	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
ITA AIRWAYS	PACT	6	0	0	0	6	64	0	0	5	1	83%	€0	€0	0	6	7	2	0	0			
JAPAN AIRLINES	PACT	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0			
JET2.COM LTD	PACT	45	45	0	0	48	29	8	2	81	0	168%	€48	€48	0	28	188	219	181	0			
JETBLUE	PACT	2	0	0	0	2	24	0	0	1	0	0	0	0	0	0	0	0	0	0			
KENYA AIRWAYS	PACT	9	0	0	0	9	147	0	0	5	0	100%	€0	€0	0	6	16	8	0	0			
KOREAN AIR	PACT	2	0	0	0	2	49	0	0	0	0	0	0	0	0	0	0	0	0	0			
KUWAIT AIRWAYS	PACT	0	0	0	0	0	0	0	0	2	0	67%	€0	€0	0	0	0	0	0	0			
LATAM AIRLINES BRASIL	PACT	1	1	0	0	2	29	0	0	6	1	70%	€86	€86	0	7	48	21	0	0			
LOGAN AIR LTD	PACT	11	1	0	0	12	39	1	0	3	17	20%	€15	€15	0	22	40	33	0	0			
LOT-POLSKA AIRLINES	PACT	1	1	0	0	1	15	0	0	2	0	0	0	0	0	0	0	0	0	0			
LUFTHANSA	PACT	1	0	0	0	1	21	0	0	2	0	100%	€0	€0	0	2	2	1	0	0			
MALAYSIAN AIRLINES SYSTEM-MA3	PACT	1	1	0	0	2	23	0	0	2	3	50%	€40	€40	0	6	0	0	0	0			
MIDDLE EAST AIRLINES (AIR UBAH S A L)	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
NORSE ATLANTIC	PACT	4	0	0	0	4	29	0	0	1	0	0	0	0	0	0	0	0	0	0			
NORWEGIAN AIR SHUTTLE	PACT	15	1	0	0	16	0	2	0	15	2	17%	€88	€88	0	21	31	18	0	0			
NDUVEL AIR TUNISE	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
OLYMPIC AIRWAYS	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
PAKISTAN INTL AIRLINES	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
PIGASUS AIRLINES	PACT	3	1	0	0	4	19	0	0	3	4	71%	€43	€43	0	7	10	7	0	0			
QANTAS	PACT	2	2	0	0	2	26	0	0	7	0	100%	€9	€9	0	9	9	0	0	0			
QATAR AIRWAYS	PACT	45	6	1	0	52	87	6	0	106	22	128%	€83	€83	0	146	150	106	0	0			
ROYAL AIR MAROC	PACT	11	4	0	0	15	302	2	0	6	8	25%	€19	€19	0	11	19						