

Airline / Airport Name	ADR entry name / PACT	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases						
		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		
		261	others	1107	category	opened	closed	per million	total cases	per million	total cases	per million	total cases	per million	total cases	per million	total cases	per million	total cases	per million	total cases	per million	total cases	per million	total cases	per million	total cases	per million
AR ASTANA	PACT	3	0	0	0	0	4	199	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AR BALTIC	CDRL	2	0	0	0	1	241	197	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AR CANADA	CDRL	136	36	0	23	195	129	85	9	3	17	29	41%	E8,866	E739	76	105	211	175	3	15	14	1	0	0	0	0	0
AR CHINA	CDRL	2	0	0	0	2	132	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AR FRANCE / KLM	CDRL	1,841	393	4	139	1,877	397	537	167	266	701	22	30%	E3,207	E472	9	21	118	21	1	15	14	1	0	0	0	0	0
AR PORTUGAL	CDRL	541	91	1	61	694	680	146	164	22	46	23	80%	E140,804	E793	133	365	689	487	7	0	0	0	0	0	0	0	0
ASIANA AIRLINES	CDRL	1	0	0	0	1	161	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DELTA AIRLINES	CDRL	83	17	1	8	109	92	33	0	8	7	15	53%	E7,639	E955	171	42	119	83	1	0	0	0	0	0	0	0	0
EAST MIDLANDS INTERNATIONAL	CDRL	2	1	0	2	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EASYTEK	CDRL	6,378	424	15	410	7,227	182	1,030	1,144	281	2,347	3,774	38%	E757,924	E534	2,074	4,846	4,352	5,091	0	0	0	0	0	0	0	0	0
EGYPTAIR	CDRL	35	26	0	14	75	207	43	0	1	10	11	9%	E1,040	E1,040	36	47	77	47	0	0	0	0	0	0	0	0	0
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HUMBERSIDE	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	1	0	0	0	100%	E570	E570	0	1	853	853	0	0	0	0	0	0	0	0	0
OMAN AIR	CDRL	10	5	0	1	17	117	21	27	2	7	36	81%	E13,610	E468	18	54	55	54	0	0	0	0	0	0	0	0	0
ROYAL BRUNEL AIRLINES	CDRL	9	3	0	0	12	344	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RYANAIR	CDRL	10,380	1,206	23	752	12,361	281	2,215	145	472	3,366	3,983	15%	E307,058	E498	1,868	5,851	10,205	8,120	1	0	0	0	0	0	0	0	0
SOUTH AFRICAN AIRWAYS	CDRL	5	0	0	0	5	6	0	0	2	2	4	50%	E3,394	E1,399	2	6	8	8	0	0	0	0	0	0	0	0	0
THY TURKISH AIRLINES	CDRL	328	96	0	81	505	193	236	62	19	82	163	50%	E96,200	E1,189	224	387	447	336	0	0	0	0	0	0	0	0	0
TUI AIRWAYS LTD	CDRL	2,591	93	4	270	2,958	240	571	198	34	739	973	24%	E217,105	E390	573	1,544	2,271	2,127	4	0	0	0	0	0	0	0	0
VERGIN ATLANTIC AIRWAYS LTD	CDRL	334	65	0	14	413	90	77	31	35	131	197	34%	E59,840	E907	80	277	326	268	0	0	0	0	0	0	0	0	0
VISTARA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WIZZ AIR	CDRL	7,425	662	17	547	8,651	892	1,843	947	1,322	464	2,733	83%	E1,695,954	E747	1,885	4,618	6,364	6,243	199	0	0	0	0	0	0	0	0
AR INDIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AR MAURITIUS LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EMIRATES	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FLYBE LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BRISTOL	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BRITISH AIRWAYS PLC	CDRL	5,704	370	44	684	6,806	184	1,488	2,902	793	1,168	4,863	76%	E3,078,976	E831	1,624	6,465	2,813	991	0	0	0	0	0	0	0	0	0
CATHAY PACIFIC AIRWAYS	CDRL	7	2	0	0	9	31	9	5	1	0	6	100%	E4,386	E831	9	15	3	3	0	0	0	0	0	0	0	0	0
GATWICK	CDRL	0	0	0	0	0	0	0	1	1	1	3	67%	E500	E250	68	71	1	1	0	0	0	0	0	0	0	0	0
HEATHROW	CDRL	2	0	0	0	2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MANCHESTER	CDRL	2	0	0	0	2	12	0	2	5	1	8	88%	E1,425	E204	30	38	4	0	0	0	0	0	0	0	0	0	0
SAS	CDRL	71	8	0	2	81	78	20	48	10	11	69	84%	E35,752	E616	20	89	15	3	0	0	0	0	0	0	0	0	0
STANSTED	CDRL	0	1	4	7	12	7	0	2	2	0	4	100%	E600	E150	9	18	9	4	0	0	0	0	0	0	0	0	0
Total	CDRL	29,636	3,118	65	2,318	35,147	6,880	2,897	2,472	7,503	12,871	42%	E3,631,397	667	6,491	19,363	27,944	25,747	258	0	0	0	0	0	0	0	0	
Total	CDRL	5,784	382	69	6,951	1,768	2,963	816	1,168	4,965	7,885	76%	E3,123,930	827	1,850	6,850	2,944	1,003	1	0	0	0	0	0	0	0	0	

SRI LANKAN AIRLINES	PACT	24	1	0	25	124	1	13	2	15	87%	2	17	16	6	
SUN EXPRESS DEUTSCHLAND	PACT	12	8	0	20	1	0	8	2	10	80%	0	10	11	1	
SWISS AIRLINES	PACT	0	0	0	0	0	0	1	0	3	100%	0	1	0	1	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	1	0	1	0	0	0	0	0	0%	0	0	1	0	
TAROM	PACT	2	2	0	4	66	0	0	1	1	0%	0	3	3	0	
THAI AIRWAYS INTERNATIONAL	PACT	65	1	0	66	219	2	9	16	23	36%	3	56	46	18	
THOMAS COOK AIRLINES LTD	PACT	0	0	0	0	0	1	0	0	0	0%	4	4	0	0	
THY TURKISH AIRLINES	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
TRANSAVIA	PACT	0	0	0	0	0	0	0	1	1	0%	1	2	0	1	
TRANSAVIA FRANCE	PACT	0	0	0	0	0	0	0	0	0	0%	1	1	0	0	
TUI AIRWAYS LTD	PACT	0	0	1	1	0	1	0	1	1	0%	5	6	0	0	
TUNISAIR	PACT	4	0	0	4	11	1	2	0	2	100%	1	3	4	1	
UKRAINE INTERNATIONAL AIRLINES	PACT	3	0	0	3	26	0	1	3	4	25%	0	4	2	1	
UNITED AIRLINES	PACT	42	2	0	44	21	3	17	2	19	89%	10	29	28	2	
VIETNAM AIRLINES	PACT	1	1	0	2	0	0	1	0	1	100%	0	1	1	0	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0	0	0	1	0	0	0	0%	2	2	0	0	
VISTARA	PACT	2	2	0	4	22	0	0	3	3	0%	2	5	3	2	
VYAAEROBUS	PACT	0	0	0	0	0	0	0	0	0	0%	1	1	0	0	
VUELING AIRLINES	PACT	263	41	0	304	139	2	182	35	217	84%	9	236	132	48	
WEST JET AIRLINES	PACT	47	5	1	53	111	2	25	8	34	74%	18	52	24	6	
WIDERODE FLVVESELSKAP A/S	PACT	1	0	0	1	8	0	0	0	0	0%	1	1	0	0	
WIZZ AIR	PACT	0	0	1	1	0	1	0	1	1	0%	4	5	0	0	
Total	PACT	3,172	340	22	3,534	0	85	0	1,710	750	2,460	70%	568	3,028	1,717	669