

| Airline / Airport Name      | Complaints Received in Quarter |                               |                                  |                                |  |                       |   |                                     |  |  | Complaints Resolved in Quarter  |                       |                              |                   |                  |                                      |                       |   |   |  | Ongoing cases |   |   |
|-----------------------------|--------------------------------|-------------------------------|----------------------------------|--------------------------------|--|-----------------------|---|-------------------------------------|--|--|---|-----------------------|------------------------------|-------------------|------------------|--------------------------------------|-----------------------|---|---|--|---------------|---|---|
|                             | ADR<br>entry<br>name /<br>PACT | Complaints<br>received<br>261 | Complaints<br>received<br>others | Complaints<br>received<br>1107 | Complaints<br>received<br>categorisation | Total cases<br>opened | Complaints<br>per million<br>passengers | Total cases<br>opened &<br>rejected | Remedy<br>awarded -<br>Satisfied by<br>Airline | Remedy<br>awarded -<br>Adjusted in<br>favour of<br>passenger | No remedy<br>awarded -<br>Adjusted in<br>favour of<br>airline/airport | Total cases<br>judged | Uphold rate<br>for consumers | Total awarded     | Average<br>award | Cases rejected<br>or<br>discontinued | Total cases<br>closed | Open cases<br>at the<br>END of<br>quarter | Open cases<br>at the<br>START of<br>quarter | Overdue<br>payments<br>at the<br>end of the<br>quarter |               |   |   |
|                             |                                |                               |                                  |                                |  |                       |   |                                     |  |  |   |                       |                              |                   |                  |                                      |                       |   |   |  | £             | £ | £ |
| AR ASTANA                   | CDRL                           | 1                             | 0                                | 0                              | 0  | 1                     | 125                                     | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 1                     | 4   | 4   | 0  |               |   |   |
| AR BALTIC                   | CDRL                           | 4                             | 0                                | 0                              | 0  | 4                     | 137                                     | 4                                   | 1  | 1  | 4   | 81                    | 20%                          | £1,267            | £524             | 4                                    | 10                    | 18  | 23  | 0  |               |   |   |
| AR CANADA                   | CDRL                           | 0                             | 15                               | 0                              | 0  | 19                    | 177                                     | 7                                   | 2  | 1  | 7   | 10                    | 30%                          | £3,147            | £1,049           | 19                                   | 29                    | 221                                       | 176   | 0  |               |   |   |
| AR CHINA                    | CDRL                           | 1                             | 0                                | 0                              | 0  | 1                     | 94                                      | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 1                                    | 15                    | 15  | 14  | 0  |               |   |   |
| AR FRANCE / KLM             | CDRL                           | 303                           | 229                              | 0                              | 0  | 532                   | 402                                     | 4                                   | 37   | 174  | 114   | 32%                   | £175,448                     | £882              | 48               | 374                                  | 1,559                 | 1,868                                     | 13  | 0  |               |   |   |
| AR INDIA                    | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 17  | 17  | 0  |               |   |   |
| AR MAURITIUS LTD            | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 1   | 1   | 0  |               |   |   |
| AR PORTUGAL                 | CDRL                           | 194                           | 52                               | 0                              | 0  | 246                   | 1,096                                   | 4                                   | 47   | 7  | 14  | 68                    | 79%                          | £60,691           | £1,124           | 26                                   | 94                    | 698                                       | 487   | 7  |               |   |   |
| ASIANA AIRLINES             | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 3   | 3   | 0  |               |   |   |
| DELTA AIRLINES              | CDRL                           | 36                            | 14                               | 0                              | 0  | 50                    | 164                                     | 1                                   | 0  | 8  | 2   | 10                    | 80%                          | £7,639            | £955             | 6                                    | 16                    | 119                                       | 83  | 1  |               |   |   |
| EAST MIDLANDS INTERNATIONAL | CDRL                           | 0                             | 1                                | 0                              | 0  | 1                     | 2                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 6   | 6   | 0  |               |   |   |
| EASYSKY LTD                 | CDRL                           | 907                           | 177                              | 0                              | 0  | 1,084                 | 133                                     | 15                                  | 183  | 137  | 1,542   | 1,865                 | 17%                          | £178,602          | £558             | 136                                  | 2,004                 | 4,252                                     | 5,095                                       | 0  |               |   |   |
| EGYPTAIR                    | CDRL                           | 10                            | 20                               | 0                              | 0  | 30                    | 357                                     | 1                                   | 0  | 0  | 1   | 5                     | 5%                           | 0                 | 0                | 12                                   | 12                    | 77  | 47  | 0  |               |   |   |
| EMIRATES                    | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 62  | 62  | 0  |               |   |   |
| FLIBE LTD                   | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 340                                       | 340   | 0  |               |   |   |
| GARUDA INDONESIA            | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 2  |               |   |   |
| HUMBERSIDE                  | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 3   | 3   | 0  |               |   |   |
| NORWEGIAN AIR UK LTD        | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 853                                       | 853   | 0  |               |   |   |
| QATAR AIR                   | CDRL                           | 2                             | 1                                | 0                              | 0  | 3                     | 73                                      | 0                                   | 0  | 2  | 4   | 6                     | 33%                          | £2,690            | £1,345           | 0                                    | 6                     | 55  | 56  | 31   |               |   |   |
| ROYAL BRITISH AIRWAYS       | CDRL                           | 5                             | 3                                | 0                              | 0  | 8                     | 447                                     | 0                                   | 0  | 0  | 1   | 1                     | 0%                           | 0                 | 0                | 3                                    | 15                    | 9   | 15  | 0  |               |   |   |
| RYANAIR                     | CDRL                           | 3,300                         | 738                              | 0                              | 0  | 4,038                 | 282                                     | 34                                  | 24   | 91   | 1,870   | 1,985                 | 0%                           | £66,795           | £831             | 381                                  | 2,366                 | 10,205                                    | 8,120                                       | 1  |               |   |   |
| SOUTH AFRICAN AIRWAYS       | CDRL                           | 1                             | 0                                | 0                              | 0  | 1                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| THY TURKISH AIRWAYS         | CDRL                           | 95                            | 50                               | 0                              | 0  | 145                   | 263                                     | 14                                  | 15   | 6  | 35  | 56                    | 38%                          | £24,471           | £1,165           | 41                                   | 97                    | 447                                       | 336   | 4  |               |   |   |
| TUI AIRWAYS LTD             | CDRL                           | 792                           | 42                               | 0                              | 0  | 834                   | 431                                     | 43                                  | 60   | 9  | 543   | 612                   | 11%                          | £64,057           | £328             | 168                                  | 780                   | 2,271                                     | 2,127                                       | 4  |               |   |   |
| VIRGIN ATLANTIC AIRWAYS LTD | CDRL                           | 81                            | 41                               | 0                              | 0  | 122                   | 99                                      | 3                                   | 11   | 8  | 6   | 6                     | 81%                          | £14,136           | £744             | 12                                   | 73                    | 326                                       | 265   | 0  |               |   |   |
| WIZZ AIR                    | CDRL                           | 1,600                         | 383                              | 0                              | 0  | 1,983                 | 797                                     | 22                                  | 141  | 1,279  | 208   | 1,628                 | 87%                          | £1,211,750        | £853             | 371                                  | 1,999                 | 6,364                                     | 6,243                                       | 199  |               |   |   |
| BRITISH AIRWAYS PLC         | CDRL                           | 1,447                         | 132                              | 17                             | 660                                      | 2,256                 | 170                                     | 176                                 | 956  | 220  | 340   | 1,521                 | 77%                          | £1,015,112        | £863             | 421                                  | 1,942                 | 2,823                                     | 2,334                                       | 0  |               |   |   |
| CATHAY PACIFIC AIRWAYS      | CDRL                           | 2                             | 4                                | 0                              | 0  | 6                     | 4                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| GATWICK                     | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| HEATHROW                    | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| MANCHESTER                  | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| SAS                         | CDRL                           | 16                            | 3                                | 0                              | 0  | 19                    | 60                                      | 2                                   | 11   | 4  | 5   | 2                     | 30%                          | £8,489            | £566             | 4                                    | 24                    | 152                                       | 161   | 0  |               |   |   |
| STANSTED                    | CDRL                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| <b>Total</b>                | <b>CDRL</b>                    | <b>7,332</b>                  | <b>1,766</b>                     | <b>0</b>                       | <b>451</b>                               | <b>9,550</b>          | <b>148</b>                              | <b>148</b>                          | <b>521</b>                                     | <b>1,724</b>   | <b>4,395</b>  | <b>6,640</b>          | <b>34%</b>                   | <b>£1,811,540</b> | <b>£807</b>      | <b>1,224</b>                         | <b>7,564</b>          | <b>27,944</b>                             | <b>25,747</b>                               | <b>258</b>   |               |   |   |
| <b>Total</b>                | <b>CDRL</b>                    | <b>1,467</b>                  | <b>137</b>                       | <b>21</b>                      | <b>667</b>                               | <b>2,292</b>          | <b>252</b>                              | <b>252</b>                          | <b>972</b>                                     | <b>233</b>   | <b>352</b>  | <b>1,557</b>          | <b>77%</b>                   | <b>£1,027,478</b> | <b>£853</b>      | <b>503</b>                           | <b>2,059</b>          | <b>2,850</b>                              | <b>2,367</b>                                | <b>0</b>   |               |   |   |
| AEGEAN AIRLINES             | PACT                           | 5                             | 2                                | 0                              | 0  | 7                     | 62                                      | 0                                   | 0  | 4  | 0   | 4                     | 100%                         | 0                 | 0                | 5                                    | 21                    | 15  | 15  | 0  |               |   |   |
| AER FLIGHT                  | PACT                           | 48                            | 2                                | 2                              | 0  | 52                    | 57                                      | 4                                   | 14   | 14   | 28  | 50%                   | 0                            | 0                 | 5                | 33                                   | 117                   | 99  | 0   |  |               |   |   |
| AEROFLOT                    | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| AEROTASSIA                  | PACT                           | 7                             | 1                                | 0                              | 0  | 8                     | 5,610                                   | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| AEROMEXICO                  | PACT                           | 2                             | 0                                | 0                              | 0  | 2                     | 53                                      | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 2   | 5   | 0  |               |   |   |
| AR ALBANIA                  | PACT                           | 3                             | 0                                | 0                              | 0  | 3                     | 1,600                                   | 0                                   | 0  | 1  | 0   | 1                     | 100%                         | 0                 | 0                | 0                                    | 1                     | 2   | 0   | 0  |               |   |   |
| AR ALGERIE                  | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 75                                      | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| AR DOLOMITI                 | PACT                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 1  | 0   | 1                     | 100%                         | 0                 | 0                | 0                                    | 1                     | 0   | 1   | 0  |               |   |   |
| AR EUROPA                   | PACT                           | 3                             | 2                                | 0                              | 0  | 5                     | 87                                      | 0                                   | 0  | 12   | 0   | 12                    | 100%                         | 0                 | 0                | 0                                    | 12                    | 7   | 14  | 0  |               |   |   |
| AR INDIA                    | PACT                           | 5                             | 0                                | 0                              | 0  | 5                     | 19                                      | 1                                   | 0  | 0  | 10  | 10                    | 0%                           | 0                 | 0                | 0                                    | 14                    | 18  | 25  | 0  |               |   |   |
| AR MAURITIUS LTD            | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| AR MOLDOVA INTERNATIONAL    | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 79                                      | 0                                   | 0  | 0  | 2   | 2                     | 0%                           | 0                 | 0                | 0                                    | 2                     | 1   | 2   | 0  |               |   |   |
| AR NEW ZEALAND LTD          | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 0                                       | 0                                   | 0  | 0  | 1   | 1                     | 0%                           | 0                 | 0                | 0                                    | 1                     | 2   | 2   | 0  |               |   |   |
| AR NISARGO                  | PACT                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| AR PORTUGAL                 | PACT                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| AR SERBIA                   | PACT                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 1  | 1   | 2                     | 50%                          | 0                 | 0                | 0                                    | 2                     | 0   | 2   | 0  |               |   |   |
| AR TRANSAT                  | PACT                           | 2                             | 2                                | 0                              | 0  | 4                     | 37                                      | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 4                     | 4   | 11  | 0  |               |   |   |
| ALBA STAR                   | PACT                           | 19                            | 0                                | 0                              | 0  | 19                    | 55,072                                  | 0                                   | 0  | 4  | 0   | 4                     | 100%                         | 0                 | 0                | 0                                    | 4                     | 16  | 11  | 0  |               |   |   |
| ALL NIPPON AIRWAYS          | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 35                                      | 0                                   | 0  | 0  | 1   | 1                     | 0%                           | 0                 | 0                | 0                                    | 1                     | 4   | 4   | 0  |               |   |   |
| AMERICAN AIRLINES           | PACT                           | 8                             | 0                                | 0                              | 0  | 8                     | 109                                     | 2                                   | 0  | 4  | 0   | 4                     | 57%                          | 0                 | 0                | 0                                    | 12                    | 21  | 23  | 0  |               |   |   |
| AVIANCA COLOMBIA            | PACT                           | 7                             | 0                                | 0                              | 0  | 7                     | 162                                     | 0                                   | 0  | 0  | 10  | 10                    | 0%                           | 0                 | 0                | 0                                    | 13                    | 27  | 31  | 0  |               |   |   |
| BALKAN AIRLINES             | PACT                           | 0                             | 1                                | 0                              | 0  | 1                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| BH AIR                      | PACT                           | 2                             | 0                                | 0                              | 0  | 2                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 1                     | 5   | 4   | 0  |               |   |   |
| BIKAM BANGLADESH AIRLINES   | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 16                                      | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 1                     | 2   | 2   | 0  |               |   |   |
| BLUE AIR                    | PACT                           | 8                             | 0                                | 0                              | 0  | 8                     | 0                                       | 0                                   | 3  | 10   | 13  | 23%                   | 0                            | 0                 | 0                | 13                                   | 26                    | 30  | 0   |  |               |   |   |
| BLUE ISLANDS LIMITED        | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 11                                      | 0                                   | 0  | 1  | 0   | 1                     | 100%                         | 0                 | 0                | 0                                    | 1                     | 4   | 4   | 0  |               |   |   |
| BRITISH AIRWAYS PLC         | PACT                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| BRUSSELS AIRLINES           | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| BULGARIA AIR                | PACT                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| CHINA SOUTHERN              | PACT                           | 0                             | 0                                | 0                              | 0  | 0                     | 0                                       | 0                                   | 0  | 2  | 0   | 2                     | 100%                         | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| CONDOR                      | PACT                           | 0                             | 1                                | 0                              | 0  | 1                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| COPA AIRLINES               | PACT                           | 0                             | 1                                | 0                              | 0  | 1                     | 0                                       | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| CORENDON AIRLINES           | PACT                           | 23                            | 0                                | 0                              | 0  | 23                    | 1,188                                   | 0                                   | 22   | 5  | 27  | 81%                   | 0                            | 0                 | 0                | 27                                   | 39                    | 44  | 0   |  |               |   |   |
| CROATIA AIRLINES            | PACT                           | 1                             | 0                                | 0                              | 0  | 1                     | 104                                     | 0                                   | 0  | 0  | 0   | 0                     | 0%                           | 0                 | 0                | 0                                    | 0                     | 0   | 0   | 0  |               |   |   |
| EASTERN AIRWAYS             | PACT                           | 0                             | 0                                | 0                              | 0  | 0                     |   |                                     |  |  |   |                       |                              |                   |                  |                                      |                       |   |   |  |               |   |   |