OFFICIAL - Public. This information has been cleared for unrestricted distribution.

		Complaints Received in Period							Complaints Resolved in Period									Ongoing cases		
Airline / Airport Name	ADR entity name / PACT	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation	Total cases opened	Complaints per million pax	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 or discontinued	Total cases closed	Open cases at the END of Period	Open cases at START of Period	Overdue payments at the end of the Period
AIR ASTANA	CDRL	1	0	0	0	1	107	2	0	2	0	2	100%	£1,944	£972	6	8	2	7	
AIR BALTIC	CDRL	6	0	0	0	6	134	3	0	1	0	1	100%	£1,235	£1,235	4	5	15	11	
AIR CANADA	CDRL	43	8	0	19	70	110	49	6	10	12	28	57%	£10,377	£649	82	110	217	208	
AIR CHINA	CDRL	4	0	0	0	4	63	3	0	0	0	0	0%	£0	£0	4	4	14	11	
AIR FRANCE / KLM	CDRL	334	66	0	52	452	281	72	58	116	245	419	42%	£127,860	£735	205	624	1,608	1,708	8
AIR INDIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	17	17	
AIR MAURITIUS LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	1	1	
AIR PORTUGAL	CDRL	118	24	0	5	147	532	17	3	71	55	129	57%	£57,004	£770	75	204	730	770	
ASIANA AIRLINES	CDRL	2	0	0	0	2	41	2	0	0	1	1	0%	£0	£0	5	6	3	5	
DELTA AIRLINES	CDRL	32	3	0	6	41	73	12	0	10	7	17	59%	£7,157	£716	30	47	128	122	19
EAST MIDLANDS INTERNATIONAL	CDRL	1	1	0	0	2	2	0	0	0	2	2	0%	£0	£0	1	3	3	4	
EASYJET	CDRL	3,478	65	0	128	3,671	283	94	158	59	875	1,092	20%	£118,618	£547	306	1,398	7,436	5,069	15
EGYPTAIR	CDRL	6	12	0	10	28	241	14	0	8	10	18	44%	£7,512	£939	23	41	53	52	4
EMIRATES	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	62	62	
FLYBE LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	340	340	
GARUDA INDONESIA	CDRL	0	0	0	1	1	0	1	0	0	0	0	0%	£0	£0	1	1	2	1	2
LONDON CITY	CDRL	0	0	0	1	1	0	1	0	0	0	0	0%	£0	£0	1	1	2	1	
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	853	853	
OMAN AIR	CDRL	6	0	0	1	7	162	3	0	1	2	3	33%	£1,023	£1,023	19	22	31	43	10
ROYAL BRUNEI AIRLINES	CDRL	2	1	0	2	5	209	4	1	1	2	4	50%	£1,072	£536	6	10	13	14	
RYANAIR	CDRL	4,841	346	0	364	5,551	375	307	690	325	1,675	2,688	38%	£579,306	£571	868	3,556	12,612	10,310	13
SOUTH AFRICAN AIRWAYS	CDRL	0	0	0	0	0	0	1	0	0	1	1	0%	£0	£0	3	4	9	6	13
THY TURKISH AIRLINES	CDRL	84	16	0	27	127	176	66	22	14	50	86	42%	£42,616	£1,184	122	208	364	379	5
TUI AIRWAYS LTD	CDRL	1,191	14	0	65	1,270	366	53	62	60	599	721	17%	£90,522	£742	133	854	3,072	2,603	43
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	64	19	0	5	88	63	7	12	8	63	83	24%	£19,147	£957	34	117	330	352	
WIZZ AIR	CDRL	2,053	74	0	248	2,375	709	395	844	355	479	1,678	71%	£841,649	£702	882	2,560	6,268	6,058	80
BRISTOL	CEDR	1	0	0	1	2	0	15	0	0	2	2	0%	£0	£0	16	18	1	2	
BRITISH AIRWAYS PLC	CEDR	2,015	181	51	300	2,547	200	290	1,900	264	426	2,590	84%	£1,751,542	£809	486	3,076	2,646	2,885	
CATHAY PACIFIC AIRWAYS	CEDR	4	2	0	2	8	24	3	3	3	1	7	86%	£4,914	£819	3	10	5	4	
GATWICK	CEDR	0	0	0	1	1	0	30	0	0	0	0	0%	£0	£0	33	33	1	3	
HEATHROW	CEDR	6	0	1	4	11	0	45	2	0	0	2	100%	£870	£435	48	50	10	4	
MANCHESTER	CEDR	1	0	0	0	1	0	3	0	0	2	2	0%	£0	£0	3	5	2	3	
SAS	CEDR	24	4	2	3	33	70	3	18	2	1	21	95%	£15,476	£774	3	24	20	8	
Total	**CDRL**	**12,266**	**649**	**0**	**934**	**13,849**		**1,106**	**1,856**	**1,041**	**4,076**	**6,973**	**42%**	**£1,907,042**	**£658**	**2,810**	**9,783**	**34,184**	**29,012**	**210**
Total	**CEDR**	**2,051**	**187**	**54**	**311**	**2,603**		**389**	**1,923**	**269**	**432**	**2,624**	**84%**	**£1,772,802**	**£809**	**592**	**3,216**	**2,685**	**2,909**	**0**
AEGEAN AIRLINES	PACT	5	0	0		5	36	0		7	4	11	64%			0	11	9	15	
AER LINGUS	PACT	32	0	0		32	31	4		34	16	50	68%			8	58	106	128	
AEROMEXICO	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	4	5	
AIR ALBANIA	PACT	1	0	0		1	1,916	1		2	0	2	100%			1	3	3	3	
AIR ALGERIE	PACT	0	1	0		1	46	0		0	1	1	0%			0	1	3	3	
AIR ARABIA MAROC	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		1	1	
AIR EUROPA	PACT	4	1	0		5	84	0		13	0	13	100%			0	13	7	13	
AIR FRANCE / KLM	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	1	1	
AIR INDIA	PACT	4	0	0		4	15	1		3	5	8	38%			2	10	9	15	
AIR MAURITIUS LTD	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		4	4	
AIR MOLDOVA INTERNATIONAL	PACT	1	0	0		1	193	1		0	0	0	0%			1	1	4	5	
AIR NEW ZEALAND LTD	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
AIR TRANSAT	PACT	5	0	0		5	45	1		0	0	0	0%			1	1	10	5	
ALBA STAR	PACT	9	0	0		9	1,443	0		10	9	19	53%			0	19	8	18	
AMERICAN AIRLINES	PACT	7	0	0		7	6	5		5	4	9	56%			8	17	22	28	
AURIGNY AIR SERVICES	PACT	3	0	0		3	207	2		0	0	0	0%			2	2	9	6	
AVIANCA COLOMBIA	PACT	2	0	0		2	50	1		0	10	10	0%			1	11	7	18	
AZERBAIJAN AIRLINES (AZAL)	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		1	1	
BH AIR	PACT	1	0	0		1	65	0		0	2	2	0%			0	2	4	5	
BIMAN BANGLADESH AIRLINES	PACT	1	0	0		1	25	0		0	4	4	0%			0	4	3	3	
BLUE ISLANDS LIMITED	PACT	1	0	0		1	9	1		1	0	1	100%			1	2	2	1	
BRUSSELS AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
CHINA SOUTHERN	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	2	2	
CONDOR	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		1	1	
COPA AIRLINES	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		1	1	
CORENDON AIRLINES	PACT	12	0	0		12	123	0		19	2	21	90%			0	21	47	56	
EASTERN AIRWAYS	PACT	11	0	0		11	262	0		4	2	6	67%			1	7	13	9	
EDELWEISS AIR	PACT	2	0	0		2	99	0		0	0	0	0%			0	0	5	3	
EMERALD AIRLINES	PACT	42	1	0		43	1,375	1		40	9	49	82%			2	51	100	107	
EMIRATES	PACT	7	1	1		9	1	4		3	11	14	21%			6	20	37	45	
ENTER AIR	PACT	10	0	0		10	31	0		6	1	7	86%			0	7	14	11	
ETHIOPIAN AIRLINES	PACT	1	0	0		1	14	2		0	2	2	0%			5	7	5	8	
ETIHAD AIRWAYS	PACT	4	0	0		4	17	4		3	6	9	33%			6	15	21	28	
EVA AIR	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		1	1	
FINNAIR	PACT	0	0	0		0	0	0		0	3	3	0%			0	3	6	9	
FLYADEAL	PACT	9	1	0		10	0	3		10	8	18	56%			6	24	34	48	
FLYONE	PACT	2	0	0		2	121	2		0	0	0	0%			2	2	3	1	
FREEBIRD AIRLINES	PACT	1	0	0		1	19	1		0	2	2	0%			1	3	4	1	
GULF AIR	PACT	6	1	0		7	66	4		4	28	32	13%			4	36	22	59	
IBERIA	PACT	7	1	0		8	30	2		10	1	11	91%			4	15	35	41	
ICELANDAIR	PACT	1	0	0		1	8	0		2	0	2	100%			0	2	4	5	
INDIGO AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
ITA AIRWAYS	PACT	5	2	0		8	80	1		2	0	2	100%			1	3	13	6	
JAPAN AIRLINES	PACT	1	0	0		1	16	0		0	1	1	0%			0	1	2	2	
JET2.COM LTD	PACT	75	1	0		76	15	6		36	136	172	21%			14	186	197	244	
JETBLUE	PACT	2	0	0		2	20	0		0	1	1	0%			0	1	4	3	
KENYA AIRWAYS	PACT	5	1	0		6	110	2		6	2	8	75%			2	10	20	21	
KUWAIT AIRWAYS	PACT	0	0	0		0	0	2		0	1	1	0%			2	3	5	6	
LATAM AIRLINES BRASIL	PACT	1	1	0		2	29	0		0	1	1	0%			1	2	7	7	
LOGANAIR LTD	PACT	16	1	0		17	41	0		5	18	23	22%			1	24	45	52	
LOT-POLISH AIRLINES	PACT	4	0	0		4	48	2		1	2	3	33%			3	6	32	32	
LUFTHANSA	PACT	0	1	0		1	0	0		1	0	1	100%			1	2	4	3	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	1	0	0		1	11	1		2	1	3	67%			2	5	6	9	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	0	0	0		0	0	0		1	1	2	50%			0	2	3	5	
NORSE ATLANTIC	PACT	7	0	0		7	0	2		8	0	8	100%			2	10	6	7	
NORWEGIAN AIR SHUTTLE	PACT	26	1	1		28	113	9		26	10	36	72%			10	46	25	34	
NOUVEL AIR TUNISIE	PACT	10	0	0		10	917	0		0	1	1	0%			0	1	12	8	
PAKISTAN INTL AIRLINES	PACT	1	0	0		1	0	0		0	2	2	0%			0	2	2	5	
PEGASUS AIRLINES	PACT	1	0	0		1	4	0		2	1	3	67%			1	4	9	12	
PLAY	PACT	2	0	0		2	53	1		0	1	1	0%			1	2	3	1	
QANTAS	PACT	0	1	0		1	9	5		0	8	8	100%			6	14	4	12	
QATAR AIRWAYS	PACT	33	3	0		36	58	6		54	12	66	82%			13	79	131	169	
ROYAL AIR MAROC	PACT	6	3	0		9	161	2		0	11	11	0%			4	15	20	24	
ROYAL JORDANIAN	PACT	0	0	0		0	0	0		2	0	2	100%			0	2	1	3	
SAUDI ARABIAN AIRLINES	PACT	9	1	0		10	66	3		10	8	18	56%			6	24	36	40	
SCOOT	PACT	0	1	0		1	0	0		1	0	1	0%			0	1	6	6	
SINGAPORE AIRLINES	PACT	1	1	0		2	7	0		7	2	9	78%			0	9	13	19	
SKY EXPRESS SA	PACT	1	0	0		1	52	1		0	1	1	0%			2	3	5	6	
SRILANKAN AIRLINES	PACT	3	0	0		3	62	0		2	3	5	40%			1	6	13	16	
SUN EXPRESS DEUTSCHLAND	PACT	6	0	0		6	0	2		0	3	3	0%			2	5	8	6	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		1	1	
TAROM	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		1	1	
THAI AIRWAYS INTERNATIONAL	PACT	0	0	0		0	0	1		6	10	16	38%			3	19	14	32	
THY TURKISH AIRLINES	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		1	1	
TUNISAIR	PACT	0	0	0		0	0	0		1	2	3	33%			0	3	3	6	
UNITED AIRLINES	PACT	14	0	0	14	18	2		12	3	15	80%				2	17	26	27	
VIETNAM AIRLINES	PACT	0	0	0	0	0	0	0		0	0	0	0%			0		2	2	
VISTARA	PACT	1	1	0		2	32	0		0	1	1	0%			0	1	6	5	
VUELING AIRLINES	PACT	21	2	1		24	29	3		46	11	57	81%			3	60	92	126	
WEST JET AIRLINES	PACT	2	0	0		2	20	0		6	2	8	75%			2	10	8	16	
WIDEROE FLYVESELSKAP A/S	PACT	2	0	0		2	83	0		0	1	1	0%			0	1	3	2	
WIZZ AIR	PACT	0	0	0		0	0	2		0	0	0	0%			2	2	0	0	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
UKRAINE INTERNATIONAL AIRLINES	PACT	0	0	0		0	0	0		0	0	0	0%			2	2	0	2	
RYANAIR	PACT	0	0	0		0	0	3		0	0	0	0%			5	5	0	1	
RWANDAIR	PACT	1	0	0		1	58	0		0	0	0	0%			0	0	1	0	
PHILIPPINE AIRLINES	PACT	1	0	0		1	0	0		0	0	0	0%			1	1	1	1	
KOREAN AIR	PACT	0	0	0		0	0	0		0	4	4	0%			4	4	0	4	
ISLES OF SCILLY SKYBUS	PACT	1	0	0		1	0	0		0	0	0	0%			0	0	1	0	
HISKY	PACT	0	1	0		1	0	0		0	0	0	0%			0	0	1	0	
HAHN AIR	PACT	1	0	0		1	0	0		0	0	0	0%			0	0	1	0	
GEORGIAN AIRWAYS	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
FLYDUBAI	PACT	0	0	0		0	0	1		0	1	1	0%			1	2	0	1	
EASYJET	PACT	0	0	0		0	0	2		0	0	0	0%			2	2	0	0	
BLUE AIR	PACT	0	0	0		0	0	2		0	4	4	0%			9	13	0	11	
BAMBOO AIRWAYS	PACT	1	0	0		1	81	0		0	0	0	0%			0	0	1	0	
ALL NIPPON AIRWAYS	PACT	0	0	0		0	0	0		1	0	1	100%			1	2	0	2	
AIR SERBIA	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
AIR MALTA	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
AEROITALIA	PACT	0	0	0		0	0	0		0	6	6	0%			0	6	0	6	
Total	**PACT**	**452**	**29**	**3**	**0**	**484**		**104**		**423**	**399**	**822**	**51%**			**174**	**996**	**1,285**	**1,721**	

OFFICIAL - Public