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		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	6	0	0	4	10	397	0	0	0	1	1	0%	£0	£0	0	1	11	2	
AIR BALTIC	CDRL	8	0	0	4	12	149	0	0	0	0	0	0%	£0	£0	1	1	26	15	
AIR CANADA	CDRL	46	0	0	27	73	83	27	20	11	18	49	63%	£36,543	£1,179	52	101	216	217	
AIR CHINA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	13	14	
AIR FRANCE / KLM	CDRL	545	3	0	33	581	369	14	152	152	245	549	55%	£297,466	£979	100	649	1,553	1,608	14
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	98	1	0	0	99	339	6	50	210	69	329	79%	£274,187	£1,055	19	348	491	735	26
ASIANA AIRLINES	CDRL	3	0	0	1	4	58	0	0	0	0	0	0%	£0	£0	1	1	6	3	
DELTA AIRLINES	CDRL	41	0	0	1	42	76	0	9	18	10	37	73%	£27,014	£1,001	15	52	118	128	2
EAST MIDLANDS INTERNATIONAL	CDRL	0	0	0	0	0	0	1	0	0	2	2	0%	£0	£0	1	3	1	3	
EASYJET	CDRL	1,896	2	0	60	1,958	134	31	345	144	2,226	2,715	18%	£355,067	£726	224	2,939	6,480	7,436	
EGYPTAIR	CDRL	39	1	0	7	47	425	1	1	2	11	14	21%	£2,459	£820	14	28	73	53	6
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	1	1	335	340	
GARUDA INDONESIA	CDRL	1	0	0	0	1	0	0	0	0	0	0	0%	£0	£0	1	1	2	2	
LONDON CITY	CDRL	2	0	0	3	5	2	0	0	0	0	0	0%	£0	£0	2	2	4	2	
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	0	0	0	0	0	0	0	0	1	1	2	50%	£1,712	£1,712	2	4	27	31	17
ROYAL BRUNEI AIRLINES	CDRL	1	0	0	0	1	60	0	0	1	1	2	50%	£1,260	£1,260	4	6	7	13	
RYANAIR	CDRL	5,104	7	0	115	5,226	345	63	364	796	3,356	4,516	26%	£923,273	£796	607	5,123	12,709	12,612	188
SOUTH AFRICAN AIRWAYS	CDRL	0	0	0	0	0	0	1	0	0	0	0	0%	£0	£0	1	1	3	3	10
THY TURKISH AIRLINES	CDRL	104	5	0	82	191	160	48	36	20	60	116	48%	£51,708	£923	95	211	390	364	
TUI AIRWAYS LTD	CDRL	471	0	0	21	492	101	25	99	64	730	893	18%	£143,882	£883	117	1,010	2,575	3,072	6
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	64	2	0	1	67	49	7	13	18	75	106	29%	£22,788	£735	22	128	276	330	
WIZZ AIR	CDRL	1,862	2	0	240	2,104	586	227	782	437	934	2,153	57%	£1,039,995	£853	597	2,750	5,848	6,268	
BRISTOL	CEDR	1	0	0	0	1	0	15	0	0	0	0	0%	£0	£0	16	16	1	1	
BRITISH AIRWAYS PLC	CEDR	2,059	135	27	642	2,863	181	439	2,012	287	407	2,706	85%	£1,729,535	£752	730	3,436	2,512	2,646	
CATHAY PACIFIC AIRWAYS	CEDR	6	2	1	0	9	30	2	5	1	2	8	75%	£5,013	£836	4	12	4	5	
GATWICK	CEDR	0	0	0	0	0	0	16	0	0	0	0	0%	£0	£0	17	17	0	1	
HEATHROW	CEDR	1	0	2	3	6	0	49	0	0	0	0	0%	£0	£0	53	58	7	10	
MANCHESTER	CEDR	1	0	0	0	1	0	5	0	1	0	1	100%	£126	£126	5	6	2	2	
SAS	CEDR	5	2	0	1	8	15	3	11	1	4	16	75%	£4,584	£382	7	23	7	19	
STANSTED	CEDR	0	0	0	0	0	0	6	0	0	0	0	0%	£0	£0	6	6	0	0	
Total	**CDRL**	**10,291**	**23**	**0**	**599**	**10,913**		**451**	**1,871**	**1,874**	**7,739**	**11,484**	**33%**	**£3,177,354**	**£848**	**1,877**	**13,361**	**32,101**	**34,184**	**269**
Total	**CEDR**	**2,073**	**139**	**30**	**646**	**2,888**		**535**	**2,028**	**290**	**418**	**2,736**	**85%**	**£1,739,258**	**£750**	**838**	**3,574**	**2,533**	**2,684**	**0**
AEGEAN AIRLINES	PACT	2	3	0		5	39	0		5	4	9	56%			0	9	6	10	
AER LINGUS	PACT	28	0	0		28	26	5		33	42	75	44%			7	82	71	120	
AEROFLOT	PACT	2	0	0		2	4	0		0	1	1	0%			0	1	2	1	
AEROMEXICO	PACT	2	0	0		2	44	0		4	1	5	80%			0	5	2	5	
AIR ALBANIA	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	1	2	
AIR ALGERIE	PACT	0	0	0		0	0	0		2	1	3	67%			1	4	1	5	
AIR ARABIA MAROC	PACT	1	1	0		2	136	0		0	1	1	0%			0	1	3	2	
AIR CHINA	PACT	1	0	0		1	7	0		0	0	0	0%			0	0	2	1	
AIR EUROPA	PACT	5	0	0		5	80	0		8	0	8	100%			0	8	4	7	
AIR FRANCE / KLM	PACT	0	0	1		1	1	0		0	0	0	0%			1	1	2	2	
AIR INDIA	PACT	6	0	0		6	20	1		6	3	9	67%			1	10	8	11	
AIR MAURITIUS LTD	PACT	0	0	0		0	0	0		2	1	3	67%			0	3	2	5	
AIR MOLDOVA INTERNATIONAL	PACT	2	0	0		2	42	0		0	5	5	0%			3	8	2	8	
AIR NEW ZEALAND LTD	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
AIR SERBIA	PACT	1	0	0		1	38	0		0	0	0	0%			0	0	1	0	
AIR TRANSAT	PACT	2	1	0		3	15	0		4	4	8	50%			1	9	6	12	
ALBA STAR	PACT	16	0	0		16	975	0		1	4	5	20%			0	5	22	11	
AMERICAN AIRLINES	PACT	13	0	0		13	3	0		17	6	23	74%			1	24	12	23	
AURIGNY AIR SERVICES	PACT	4	0	0		4	24	0		0	7	7	0%			0	7	8	11	
AUSTRIAN AIRLINES	PACT	1	0	0		1	8	0		0	0	0	0%			0	0	2	1	
AVIANCA COLOMBIA	PACT	2	0	0		2	46	0		0	6	6	0%			0	6	3	7	
AZERBAIJAN AIRLINES (AZAL)	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
BADR AIRLINES	PACT	1	0	0		1	83	0		0	0	0	0%			0	0	1	0	
BAMBOO AIRWAYS	PACT	1	0	0		1	76	0		0	1	1	0%			0	1	1	1	
BH AIR	PACT	1	0	0		1	21	0		0	4	4	0%			0	4	1	4	
BIMAN BANGLADESH AIRLINES	PACT	2	0	0		2	48	0		0	2	2	0%			0	2	5	5	
BLUE ISLANDS LIMITED	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
BRITISH AIRWAYS PLC	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
BRUSSELS AIRLINES	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	0	2	
CHINA EASTERN AIRLINES	PACT	0	0	0		0	0	0		0	0	0	0%			0		1	1	
CHINA SOUTHERN	PACT	0	0	0		0	0	0		1	1	2	50%			0	2	0	2	
CONDOR	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
COPA AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
CORENDON AIRLINES	PACT	11	0	0		11	86	0		36	7	43	84%			2	45	23	57	
DAN AIR	PACT	1	0	0		1	369	0		0	2	2	0%			0	2	3	4	
EASTERN AIRWAYS	PACT	1	0	1		2	41	1		7	6	13	54%			1	14	5	17	
EASYJET	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
EDELWEISS AIR	PACT	1	0	0		1	30	0		0	3	3	0%			0	3	3	5	
EL AL	PACT	1	0	0		1	9	0		0	0	0	0%			0	0	1	0	
EMERALD AIRLINES	PACT	66	0	0		66	2,321	1		143	21	164	87%			2	166	60	159	
EMIRATES	PACT	7	2	0		9	6	3		8	24	32	25%			5	37	25	50	
ENTER AIR	PACT	3	0	0		3	8	0		6	13	19	32%			0	19	1	17	
ETHIOPIAN AIRLINES	PACT	2	2	0		4	46	1		0	1	1	0%			1	2	11	8	
ETIHAD AIRWAYS	PACT	4	0	0		4	14	2		7	12	19	37%			3	22	10	26	
EVA AIR	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
FINNAIR	PACT	1	0	0		1	5	1		1	6	7	14%			1	8	3	9	
FLYADEAL	PACT	14	11	0		25	9	2		27	17	44	61%			6	50	31	54	
FLYONE	PACT	6	1	0		7	196	0		0	5	5	0%			1	6	9	8	
FREEBIRD AIRLINES	PACT	1	0	0		1	8	0		2	3	5	40%			2	7	1	7	
GULF AIR	PACT	10	2	0		12	94	0		10	14	24	42%			0	24	17	29	
HAHN AIR	PACT	0	0	0		0	0	0		0	0	0	0%			0		1	1	
HAINAN AIRLINES	PACT	3	0	0		3	62	0		3	0	3	100%			1	4	2	3	
HISKY	PACT	1	0	0		1	130	0		0	1	1	0%			0	1	1	1	
IBERIA	PACT	6	1	0		7	27	0		24	7	31	77%			3	34	16	43	
ICELANDAIR	PACT	1	0	0		1	7	0		2	2	4	50%			0	4	3	6	
INDIGO AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
ISLES OF SCILLY SKYBUS	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
ITA AIRWAYS	PACT	13	1	0		14	142	0		14	4	18	78%			1	19	13	18	
JAPAN AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	3	
JET2.COM LTD	PACT	98	1	0		99	15	7		24	166	190	13%			14	204	86	186	
JETBLUE	PACT	1	0	0		1	9	0		0	1	1	0%			0	1	5	5	
KENYA AIRWAYS	PACT	4	1	0		5	82	0		15	2	17	88%			0	17	11	24	
KUWAIT AIRWAYS	PACT	10	0	0		10	87	0		3	1	4	75%			2	6	11	7	
LATAM AIRLINES BRASIL	PACT	1	0	0		1	14	0		5	1	6	83%			1	7	2	9	
LOGANAIR LTD	PACT	8	2	0		10	23	1		5	30	35	14%			2	37	29	56	
LOT-POLISH AIRLINES	PACT	5	0	0		5	53	0		3	3	6	50%			0	6	11	13	
LUFTHANSA	PACT	0	0	0		0	7	1		2	1	3	67%			2	5	2	6	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	0	1	0		1	11	0		7	1	8	88%			1	9	1	9	
MERIDIANA AIR	PACT	0	0	0		0	0	0		0	0	0	0%			0		1	1	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	0	0	0		0	0	0		1	2	3	33%			0	3	0	3	
NORSE ATLANTIC	PACT	16	3	0		19	0	0		9	2	11	82%			0	11	19	11	
NORWEGIAN AIR SHUTTLE	PACT	18	2	0		20	78	1		26	18	44	59%			1	45	13	37	
NOUVEL AIR TUNISIE	PACT	3	0	0		3	209	0		0	9	9	0%			0	9	10	16	
PAKISTAN INTL AIRLINES	PACT	1	0	0		1	0	0		0	2	2	0%			0	2	1	2	
PEGASUS AIRLINES	PACT	8	1	0		9	26	0		4	9	13	31%			1	14	10	16	
PHILIPPINE AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
PLAY	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	2	3	
QANTAS	PACT	1	0	0		1	6	1		4	0	4	100%			3	7	1	6	
QATAR AIRWAYS	PACT	29	4	0		33	41	2		57	56	113	50%			8	121	77	163	
ROYAL AIR MAROC	PACT	7	2	0		9	148	0		0	20	20	0%			0	20	15	26	
ROYAL JORDANIAN	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
RWANDAIR	PACT	1	0	0		1	49	0		0	0	0	0%			0	0	2	2	
RYANAIR	PACT	0	1	0		1	0	0		1	0	1	100%			3	4	0	3	
SAUDI ARABIAN AIRLINES	PACT	14	11	0		25	88	2		27	17	44	61%			6	50	31	54	
SCOOT	PACT	0	0	0		0	0	0		0	2	2	0%			1	3	3	6	
SINGAPORE AIRLINES	PACT	6	1	0		7	23	0		10	5	15	67%			0	15	6	14	
SKY EXPRESS SA	PACT	0	0	0		0	0	0		1	3	4	25%			0	4	1	5	
SRILANKAN AIRLINES	PACT	7	1	0		8	163	0		4	4	8	50%			1	9	17	18	
SUN EXPRESS DEUTSCHLAND	PACT	2	2	0		4	0	0		7	6	13	54%			1	14	7	17	
SWISS AIRLINES	PACT	1	0	0		1	2	0		1	0	1	100%			0	1	1	1	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
TAROM	PACT	1	0	0		1	53	0		0	1	1	0%			0	1	1	1	
THAI AIRWAYS INTERNATIONAL	PACT	0	1	0		1	10	0		2	10	12	17%			0	12	5	18	
THY TURKISH AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
TITAN AIRWAYS LTD	PACT	0	0	0		0	0	0		0	0	0	0%			0		1	1	
TUNISAIR	PACT	3	0	0		3	156	0		1	2	3	33%			0	3	5	5	
UNITED AIRLINES	PACT	15	0	0		15	18	1		22	11	33	67%			2	35	17	37	
VIETNAM AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	2	3	
VISTARA	PACT	1	1	0		2	22	1		1	0	1	100%			1	2	8	7	
VUELING AIRLINES	PACT	46	3	0		49	54	1		66	26	92	72%			3	95	70	118	
WEST JET AIRLINES	PACT	8	0	0		8	59	0		5	3	8	63%			2	10	10	12	
WIDEROE FLYVESELSKAP A/S	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	1	3	
KOREAN AIR	PACT	1	0	0		1	21	0		0	1	1	0%			0	1	2	3	
TIANJIN AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
WIZZ AIR	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
Total	**PACT**	**562**	**63**	**2**	**0**	**627**		**37**	**0**	**690**	**673**	**1,363**	**51%**			**103**	**1,466**	**906**	**1,724**	

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