

ADR entity name / Airline / Airport Name	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases		
	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation	Total cases opened	Complaints per million passengers	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	Highhold 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 Period				
																				Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation
AIR ASTANA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR BALTIC	3	0	0	0	3	72	0	2	1	3	0	€2,722	€907	0	0	11	18	26					
AIR CANADA	36	6	0	0	42	106	34	12	11	15	38	€1,033	€914	70	108	192	216	192					
AIR CHINA	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR FRANCE / KLM	452	75	0	0	527	376	148	73	152	226	45	€200,789	€821	241	694	1,548	1,553	1,553					
AIR INDIA	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR MAURITIUS LTD	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR PORTUGAL	59	8	0	0	67	294	18	28	52	50	120	€71,529	€1,022	36	145	436	493	493					
ASIANA AIRLINES	0	0	0	0	0	0	0	0	0	0	0	€1,468	€1,468	0	0	0	0	0					
DELTA AIRLINES	18	2	0	0	20	49	10	8	16	11	30	€24,190	€1,008	25	60	91	118	118					
EAST MIDLANDS INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
EASYTEC	750	114	0	0	864	905	82	114	139	153	1,831	€235,794	€808	355	2,478	5,019	6,480	6,480					
EGYPTAIR	9	2	0	0	11	15	110	12	0	5	14	€1,197	€1,439	33	52	48	73	73					
EMIRATES	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
ETIHEL LTD	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
GARUDA INDONESIA	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
LONDON CITY	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
NORWEGIAN AIR UK LTD	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
OMAN AIR	0	0	0	0	0	0	0	0	0	0	0	€823	€823	0	0	0	0	0					
ROYAL BRUNEI AIRLINES	0	0	0	0	0	0	0	0	0	0	0	€336	€365	0	0	0	0	0					
RYANAIR	2,160	597	0	0	2,757	2,800	277	366	354	780	3,077	€92,203	€860	911	5,141	10,738	12,709	12,709					
SOUTH AFRICAN AIRWAYS	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
THY TURKISH AIRLINES	84	18	0	0	102	128	176	167	26	16	51	€92	€1,213	262	355	330	390	390					
TIJU AIRWAYS LTD	240	24	0	0	264	269	33	32	55	60	53	€108,610	€844	143	813	2,063	2,375	2,375					
VIRGIN ATLANTIC AIRWAYS LTD	59	37	0	0	96	100	75	12	7	84	107	€25,487	€1,593	20	120	271	276	276					
WIZZ AIR	1,477	264	0	0	1,741	1,798	642	590	703	425	785	€1,282,077	€1,137	988	2,901	5,333	5,848	5,848					
BRISTOL	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
BRITISH AIRWAYS PLC	1,747	128	33	0	1,908	2,490	1,765	330	1,632	196	205	€1,401,483	€799	866	2,719	2,618	2,512	2,512					
CATHAY PACIFIC AIRWAYS	7	0	0	0	7	29	2	3	3	0	0	€3,293	€549	3	9	4	4	4					
GATWICK	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
HEATHROW	2	0	0	0	2	4	29	0	0	0	0	€0	€0	0	0	0	0	0					
MANCHESTER	2	0	0	0	2	3	0	2	0	1	1	€200	€200	0	0	0	0	0					
SAS	10	1	0	0	11	27	4	8	7	0	0	€9,076	€605	4	19	4	7	7					
STANSTED	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
Total	5,347	1,147	0	215	6,709	6,709	1,517	1,392	1,697	6,705	9,794	€3,015,837	€976	3,124	12,918	27,409	32,101	64					
Total	1,768	129	32	587	2,516	2,516	401	1,643	207	295	2,145	€61,474,052	€797	676	2,821	2,629	2,533	0					
AEGEAN AIRLINES	1	1	0	0	2	15	0	0	0	0	0	€100	€100	0	0	0	0	0					
AER LINGUS	21	1	0	0	22	22	0	0	53	23	70	€70	€70	0	0	0	0	0					
AEROFLOT	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
AEROMEXICO	1	0	0	0	1	23	0	0	1	1	0	€50	€50	0	0	0	0	0					
AIR ALBANIA	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR ALGERIE	2	0	0	0	2	57	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR ARABIA MAROC	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR CHINA	5	2	0	0	7	66	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR DOLOMITI	1	0	0	0	1	3,984	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR EUROPA	1	1	0	0	2	34	1	0	0	0	0	€34	€34	0	0	0	0	0					
AIR INDIA	17	0	0	0	17	53	3	0	6	25	65	€75	€75	0	0	0	0	0					
AIR MAURITIUS LTD	3	0	0	0	3	67	0	0	1	1	0	€50	€50	0	0	0	0	0					
AIR MOLDOVA INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
AIR SERBIA	0	1	0	0	1	40	0	0	0	0	0	€100	€100	0	0	0	0	0					
AIR TRANSAT	1	0	0	0	1	13	0	0	0	0	0	€0	€0	0	0	0	0	0					
ALBA STAR	8	0	0	0	8	3,490	0	0	0	0	0	€20	€20	0	0	0	0	0					
ALL NIPPON AIRWAYS	1	0	0	0	1	30	0	0	0	0	0	€0	€0	0	0	0	0	0					
AMERICAN AIRLINES	6	2	0	0	8	9	2	11	2	13	0	€85	€85	0	0	0	0	0					
AURIGNY AIR SERVICES	2	0	0	0	2	15	0	0	0	0	0	€14	€14	0	0	0	0	0					
AUSTRIAN AIRLINES	4	0	0	0	4	94	0	0	0	0	0	€0	€0	0	0	0	0	0					
AVIANCA COLOMBIA	4	0	0	0	4	94	0	0	0	0	0	€0	€0	0	0	0	0	0					
AZERBAIJAN AIRLINES (AZAL)	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
BADRI AIRLINES	1	0	0	0	1	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
BAMBOO AIRWAYS	6	0	0	0	6	4,435	1	0	0	0	0	€0	€0	0	0	0	0	0					
BH AIR	2	0	0	0	2	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
BIMAN BANGLADESH AIRLINES	1	0	0	0	1	107	0	0	0	0	0	€0	€0	0	0	0	0	0					
BLUE ISLANDS LIMITED	1	0	0	0	1	12	0	0	0	0	0	€100	€100	0	0	0	0	0					
BRITISH AIRWAYS PLC	0	0	0	0	0	0	0	0	0	0	0	€0	€0	0	0	0	0	0					
BRUSSELS AIRLINES	0	1	0	0	1	7	0	0	0	0	0	€0	€0	0	0	0	0	0					
BULGARIA AIR	0	0	0	0	0	134	0	0	0	0	0	€0	€0	0	0	0	0	0					
CHINA EASTERN AIRLINES	0	1	0	0	1	11	0	0	0	0	0	€0	€0	0	0	0	0	0					
CHINA SOUTHERN	2	1	0	0	3	35	0	0	0	0	0	€0	€0	0	0	0	0	0					
COREAN AIRLINES	0	21	0	0	21	59	0	0	24	24	0	€92	€92	0	0	0	0	0					
DAN AIR	1	0	0	0	1	478	0	0	0	0	0	€0	€0	0	0	0	0	0					
EASTERN AIRWAYS	3	0	0	0	3	72	0	0	2	32	0	€40	€40	0	0	0	0	0					
EDELWEISS AIR	1	0	0	0	1	73	0	0	0	0	0	€0	€0	0	0	0	0	0					
EL AL	9	0	0	0	9	91	0	0	0	0	0	€100	€100	0	0	0	0	0					
EMERALD AIRLINES																							