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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	0	0	0	0	0	0	1	0	0	1	1	0%	£0	£0	2	3	1	2	
AIR BALTIC	CDRL	3	1	0	1	5	123	4	0	2	7	9	22%	£1,849	£925	5	14	13	18	
AIR CANADA	CDRL	54	22	0	14	90	218	27	13	6	23	42	45%	£15,848	£834	36	78	231	192	1
AIR CHINA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	10	10	
AIR FRANCE / KLM	CDRL	341	177	0	12	530	409	123	95	394	365	854	57%	£452,091	£925	218	1,072	1,129	1,548	46
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	39	21	0	8	68	293	9	29	22	53	104	49%	£42,774	£839	20	124	388	435	3
ASIANA AIRLINES	CDRL	0	0	0	1	1	0	3	0	1	0	1	100%	£703	£703	3	4	1	1	
DELTA AIRLINES	CDRL	11	2	0	0	13	46	20	13	2	15	30	50%	£11,826	£788	42	72	52	93	1
EASYJET	CDRL	901	152	0	32	1,085	116	119	84	143	1,232	1,459	16%	£176,441	£774	469	1,928	4,295	5,019	18
EAST MIDLANDS INTERNATIONAL	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	1	1	
EGYPTAIR	CDRL	12	9	0	11	32	220	15	0	1	18	19	5%	£831	£831	29	48	47	48	9
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	339	339	
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	2	0	0	0	0	0%	£0	£0	3	3	3	3	
HUMBERSIDE	CDRL	0	0	0	1	1	0	0	0	0	0	0	0%	£0	£0	0	0	1	0	
LONDON CITY	CDRL	0	0	0	3	3	0	3	0	0	0	0	0%	£0	£0	7	7	3	4	
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	0	0	0	0%	£0	£0	0	0	25	25	9
ROYAL BRUNEI AIRLINES	CDRL	0	1	0	1	2	66	0	0	0	0	0	0%	£0	£0	1	1	6	5	
RYANAIR	CDRL	1,663	547	0	75	2,285	203	223	298	895	3,076	4,269	28%	£1,029,976	£863	464	4,733	8,511	10,736	47
SOUTH AFRICAN AIRWAYS	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	2	2	6
THY TURKISH AIRLINES	CDRL	96	22	0	27	145	227	121	34	36	63	133	53%	£54,977	£786	148	281	315	330	1
TUI AIRWAYS LTD	CDRL	408	35	0	9	452	273	48	21	41	431	493	13%	£55,404	£894	144	637	1,926	2,063	
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	53	42	0	3	98	79	11	3	9	80	101	12%	£12,118	£1,010	20	121	259	271	
WIZZ AIR	CDRL	1,250	240	0	119	1,609	577	486	796	461	822	2,079	60%	£1,210,057	£963	572	2,651	4,778	5,333	12
BRISTOL	CEDR	0	0	0	0	0	0	6	0	0	0	0	0%	£0	£0	6	6	0	0	
BRITISH AIRWAYS PLC	CEDR	831	190	3	583	1,607	99	189	1,102	191	328	1,621	80%	£1,306,311	£1,010	405	2,026	2,383	2,613	
CATHAY PACIFIC AIRWAYS	CEDR	7	1	0	1	9	33	2	3	2	2	7	71%	£4,197	£839	2	9	6	4	
GATWICK	CEDR	0	0	0	0	0	0	7	0	0	0	0	0%	£0	£0	7	7	0	0	
HEATHROW	CEDR	2	0	0	0	2	0	21	1	2	0	3	100%	£2,150	£717	23	26	2	5	
MANCHESTER	CEDR	0	0	1	0	1	0	4	0	1	2	3	33%	£150	£150	4	7	1	3	
SAS	CEDR	9	2	0	2	13	32	6	6	0	2	8	75%	£39,563	£6,594	7	15	8	4	
STANSTED	CEDR	0	0	0	0	0	0	1	0	0	0	0	0%	£0	£0	1	1	0	0	
Total	**CDRL**	**4,831**	**1,271**	**0**	**317**	**6,419**		**1,215**	**1,386**	**2,013**	**6,195**	**9,594**	**35%**	**£3,064,895**	**£902**	**2,183**	**11,777**	**23,267**	**27,409**	**153**
Total	**CEDR**	**849**	**193**	**4**	**587**	**1,633**		**236**	**1,112**	**196**	**334**	**1,642**	**80%**	**£1,352,371**	**£1,034**	**455**	**2,097**	**2,401**	**2,629**	**0**
AEGEAN AIRLINES	PACT	3	1	0		4	36	0		2	3	5	40%			0	5	3		
AER LINGUS	PACT	14	1	1		16	17	5	1	15	12	27	56%			6	33	17	29	
AEROFLOT	PACT	1	0	0		1	0	0	0	0	2	2	0%			0	2	1	2	
AEROITALIA	PACT	0	0	0		0	0	1	0	0	0	0	0%			1	1	0	0	
AEROLINEAS ARGENTINAS	PACT	0	1	0		1	0	0	0	0	0	0	0%			0	0	1	0	
AEROMEXICO	PACT	0	0	0		0	0	1	0	0	0	0	0%			1	1	1	1	
AIR ALBANIA	PACT	0	0	0		0	0	1	0	0	0	0	0%			1	1	0	0	
AIR ALGERIE	PACT	1	0	0		1	50	0	0	3	0	3	0%			0	3	1	3	
AIR ARABIA MAROC	PACT	4	0	0		4	473	0	0	1	0	1	0%			0	1	4	1	
AIR ASIA	PACT	0	0	0		0	0	0	0	0	0	0	0%			1	1	0	1	
AIR CHINA	PACT	5	0	0		5	36	1	0	10	10	20	0%			1	11	7	12	
AIR EUROPA	PACT	2	1	0		3	52	0	0	5	0	5	100%			0	5	2	2	
AIR FRANCE / KLM	PACT	0	0	0		0	0	1	0	1	1	2	0%			0	2	0	1	
AIR INDIA	PACT	23	0	0		23	69	2		16	3	19	84%			2	21	28	23	
AIR MALTA	PACT	0	2	0		2	27	0		0	1	1	0%			1	2	3	3	
AIR MAURITIUS LTD	PACT	17	0	0		17	498	2		6	3	9	67%			3	12	16	10	
AIR MOLDOVA INTERNATIONAL	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
AIR SERBIA	PACT	0	1	0		1	52	0		0	1	1	0%			0	1	1	1	
AIR TRANSAT	PACT	1	0	0		1	16	2		1	4	5	20%			2	7	1	5	
ALBA STAR	PACT	2	0	0		2	725	0		4	3	7	57%			1	8	7	13	
ALBAWINGS	PACT	1	0	0		1	0	0		0	0	0	0%			0	0	1	0	
ALL NIPPON AIRWAYS	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	1	
AMERICAN AIRLINES	PACT	13	2	0		15	22	4		11	2	13	85%			4	17	12	10	
AURIGNY AIR SERVICES	PACT	4	0	0		4	36	0		2	0	2	100%			0	2	6	4	
AUSTRIAN AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
AVIANCA COLOMBIA	PACT	5	0	0		5	120	2		0	3	3	0%			2	5	5	3	
AZERBAIJAN AIRLINES (AZAL)	PACT	1	0	0		1	79	0		0	0	0	0%			0	0	1	1	
BADR AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
BAMBOO AIRWAYS	PACT	4	0	0		4	0	0		0	6	6	0%			0	6	5	7	
BH AIR	PACT	1	0	0		1	7,194	0		0	3	3	0%			0	3	1	3	
BIMAN BANGLADESH AIRLINES	PACT	3	0	0		3	68	0		0	3	3	0%			1	4	5	6	
BLUE ISLANDS LIMITED	PACT	0	0	0		0	0	1		1	2	3	50%			0	3	0	2	
BRITISH AIRWAYS PLC	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
BRUSSELS AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
BULGARIA AIR	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
CHINA EASTERN AIRLINES	PACT	2	0	0		2	18	1		0	1	1	0%			1	2	3	2	
CHINA SOUTHERN	PACT	3	0	0		3	29	2		1	1	2	100%			2	4	3	3	
CORENDON AIRLINES	PACT	3	0	0		3	535	0		14	6	20	70%			0	20	5	23	
CROATIA AIRLINES	PACT	3	0	0		3	306	0		0	1	1	0%			0	1	2	0	
DAN AIR	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	0	2	
EASTERN AIRWAYS	PACT	10	0	0		10	234	0		7	2	9	78%			0	9	5	4	
EASYJET	PACT	0	0	0		0	0	1		0	0	0	0%			2	2	0	1	
EDELWEISS AIR	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	1	2	
EL AL	PACT	4	0	0		4	39	0		11	2	13	85%			1	14	0	10	
EMERALD AIRLINES	PACT	79	0	0		79	4,364	1		100	22	122	82%			2	124	40	84	
EMIRATES	PACT	13	3	0		16	13	7		6	10	16	38%			9	25	19	20	
ENTER AIR	PACT	1	0	0		1	54	0		1	1	2	50%			0	2	1	1	
ETHIOPIAN AIRLINES	PACT	4	2	0		6	65	1		0	8	8	0%			2	10	11	14	
ETIHAD AIRWAYS	PACT	1	2	0		3	0	3		2	2	4	50%			4	8	5	8	
Fiji Airways	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
FINNAIR	PACT	2	0	0		2	19	1		4	1	5	80%			1	6	2	3	
FLYADEAL	PACT	12	8	0		20	0	5		41	2	43	85%			6	54	18	40	
FLYBE LTD	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	1	
FLYDUBAI	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	1	1	
FLYONE	PACT	0	0	0		0	0	2		1	2	3	33%			2	5	1	4	
FREEBIRD AIRLINES	PACT	1	0	0		1	0	0		1	1	2	50%			0	2	0	1	
GULF AIR	PACT	11	2	0		13	104	2		12	11	23	52%			2	25	13	24	
HAHN AIR	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
HAINAN AIRLINES	PACT	1	0	0		1	54	1		2	2	4	50%			1	5	1	4	
HAWAIIAN AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
HISKY	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	1	3	
IBERIA	PACT	6	4	0		10	42	1		10	6	16	63%			1	17	8	14	
ICELANDAIR	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
INDIGO AIRLINES	PACT	0	0	0		0	0	2		0	1	1	0%			2	3	0	1	
ITA AIRWAYS	PACT	4	2	0		6	69	1		11	0	11	100%			2	13	4	9	
JAPAN AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
JET2.COM LTD	PACT	30	1	0		31	12	4		6	10	22	27%			4	26	24	17	
JETBLUE	PACT	0	0	0		0	0	1		2	0	2	100%			1	3	1	3	
KENYA AIRWAYS	PACT	4	1	0		5	75	4		11	2	13	85%			5	18	7	17	
KOREAN AIR	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
KUWAIT AIRWAYS	PACT	2	0	0		2	23	0		4	3	7	57%			0	7	2	7	
LATAM AIRLINES BRASIL	PACT	3	0	0		3	42	1		6	2	8	75%			1	9	5	7	
LOGANAIR LTD	PACT	8	1	0		9	31	1		9	7	16	56%			4	20	10	19	
LOT-POLISH AIRLINES	PACT	2	1	0		3	42	0		4	3	7	57%			0	7	3	5	
LUFTHANSA	PACT	1	0	0		1	1	2		0	1	1	0%			3	4	4	5	
LUXAIR	PACT	2	0	0		2	49	0		0	1	1	0%			0	1	3	2	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	1	0	0		1	11	1		0	1	1	0%			1	2	1	1	
MALETH AERO	PACT	104	0	0		104	4,264	0		0	52	52	0%			0	52	223	172	
NORSE ATLANTIC	PACT	27	0	0		27	0	0		33	12	45	73%			1	46	24	43	
NORWEGIAN AIR SHUTTLE	PACT	12	1	0		13	66	3		14	5	19	74%			4	23	1	8	
NOUVEL AIR TUNISIE	PACT	2	0	0		2	299	0		0	9	9	0%			0	9	6	11	
PEGASUS AIRLINES	PACT	8	2	0		10	37	1		8	3	11	73%			3	14	9	12	
PLAY	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	4	4	
QANTAS	PACT	1	0	0		1	9	0		0	1	1	0%			0	1	1	1	
QATAR AIRWAYS	PACT	32	5	0		37	45	16		28	22	50	56%			21	71	53	71	
ROYAL AIR MAROC	PACT	9	8	0		17	358	4		1	12	13	8%			6	19	27	25	
ROYAL BRUNEI AIRLINES	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	1	1	
ROYAL JORDANIAN	PACT	2	0	0		2	47	0		2	0	2	100%			0	2	1	2	
RWANDAIR	PACT	4	0	0		4	167	2		1	1	2	50%			2	4	4	2	
RYANAIR	PACT	0	0	1		1	0	2		0	2	2	0%			2	4	1	1	
SATA AIR ACORES	PACT	0	0	0		0	0	0		2	0	2	100%			0	2	0	2	
SAUDI ARABIAN AIRLINES	PACT	12	8	0		20	80	5		41	2	43	85%			6	54	10	41	
SCOOT	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
SHENZHEN AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
SINGAPORE AIRLINES	PACT	1	0	0		1	4	0		2	1	3	67%			0	3	0	2	
SKY EXPRESS SA	PACT	2	0	0		2	99	0		0	2	2	0%			0	2	2	2	
SRILANKAN AIRLINES	PACT	11	1	0		12	193	2		4	2	6	33%			8	14	12	14	
SUN EXPRESS DEUTSCHLAND	PACT	0	0	0		0	0	0		1	1	2	50%			0	2	0	2	
TAROM	PACT	1	0	1		2	186	0		0	0	0	0%			0	0	2	0	
THAI AIRWAYS INTERNATIONAL	PACT	0	1	0		1	9	3		1	0	1	100%			3	4	2	2	
THY TURKISH AIRLINES	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
TITAN AIRWAYS LTD	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	0	
TUNISAIR	PACT	3	1	0		4	329	0		2	1	3	67%			0	3	6	5	
UNITED AIRLINES	PACT	6	0	0		6	13	3		13	15	28	46%			3	31	7	29	
VIETNAM AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	4	5	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
VISTARA	PACT	3	2	0		5	57	1		2	2	4	50%			1	5	3	3	
VOLOTEA	PACT	1	0	0		1	183	0		0	0	0	0%			0	0	3	0	
VUELING AIRLINES	PACT	27	3	0		30	44	3		34	9	43	79%			3	46	11	23	
WEST JET AIRLINES	PACT	1	0	0		1	18	2		2	0	2	100%			2	4	1	2	
WORLD2FLY	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
Total	**PACT**	**587**	**68**	**3**	**0**	**658**		**122**	**0**	**527**	**363**	**890**	**59%**			**157**	**1,047**	**764**	**1,036**	

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