

ADR entity name / PACT	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases		
	Complaints received 261	Complaints received 'others'	Complaints received 1107	Complaints received awaiting categorisation	Total cases opened	Complaints per million passengers	Total cases opened & rejected	Remedy awarded by Airline	Remedy awarded in favour of passenger	No remedy awarded 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 the START OF Period	Overdue payments at the end of the Period				
																				Complaints opened & rejected	Remedy awarded by Airline	Remedy awarded in favour of passenger	No remedy awarded in favour of airline/airport
AIR ASIANA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR AZAL	6	0	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR CANADA	31	4	0	11	46	75	27	17	14	32	63	49%	E20,174	E651	57	120	184	231					
AIR CHINA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
AIR FRANCE / KLM	385	77	0	87	549	307	93	91	129	350	570	39%	E135,122	E614	160	786	1,034	1,291					
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	33	6	0	5	44	134	9	7	23	47	77	39%	E14,958	E497	27	104	337	388					
ASIANA AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
DELTA AIRLINES	21	0	0	5	26	46	14	7	0	13	20	35%	E8,223	E1,175	16	38	54	52					
EAST MIDLANDS INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
EASJET	2,697	68	0	188	2,953	206	229	88	248	787	1,123	30%	E192,179	E572	334	1,457	6,000	4,295					
EGYPTAIR	21	7	0	17	45	243	18	0	1	12	13	8%	E801	E801	28	42	68	47					
EMIRATES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
FLYBE 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	4	4	0	4	0	0	0	0	0	0	0	0	0	0					
HUMBERSTONE	0	0	0	0	0	0	0	2	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	0	0	0	0	0	0	0					
ROYAL BRITISH AIRLINES	0	1	0	0	1	69	2	0	1	0	1	100%	E946	E846	3	4	7	6					
RYANAIR	2,806	164	0	270	3,240	201	238	231	732	2,187	3,150	31%	E528,813	E549	426	3,576	8,413	8,511					
SOUTH AFRICAN AIRWAYS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
THY TURKISH AIRLINES	148	14	0	92	254	290	82	25	46	45	114	62%	E50,198	E707	119	233	418	315					
TUI AIRWAYS LTD	1,293	10	0	86	1,401	374	95	119	22	386	640	38%	E206,519	E859	204	844	2,529	1,926					
VIAGN ATLANTIC AIRWAYS LTD	96	8	0	35	139	97	13	15	20	48	83	42%	E26,154	E747	21	104	307	259					
WIZZ AIR	2,784	49	1	362	3,196	721	617	783	266	1,037	2,086	50%	E618,526	E590	771	2,857	5,731	4,778					
BRISTOL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
BRITISH AIRWAYS PLC	1,246	127	114	765	2,252	125	283	833	229	440	1,500	71%	E912,769	E859	450	1,994	2,908	2,367					
CATHAY PACIFIC AIRWAYS	4	0	0	0	4	16	3	1	4	2	7	71%	E2,736	E547	4	11	2	6					
GATWICK	0	0	1	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0					
HEATHROW	1	0	1	2	3	0	0	1	0	1	2	50%	E500	E500	17	19	2	7					
MANCHESTER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
SAS	14	2	0	0	16	39	1	5	2	9	10	70%	E2,195	E314	3	13	12	8					
STANSTED	1	0	0	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0					
Total	10,322	408	1	1,184	11,915	1,459	1,383	1,807	4,954	7,944	38%	E1,806,436	E604	2,265	10,149	26,491	23,287	167					
Total	1,267	129	118	776	2,384	359	840	236	446	1,521	71%	E918,330	E854	568	2,088	2,941	2,365	0					
AEGEAN AIRLINES	2	1	0	0	3	23	2	2	1	3	67%	0	0	0	5	4	4	4					
AER FLIGHT	27	0	0	0	27	76	15	0	0	0	0	0%	0	0	0	30	28	24					
AEROLINEAS ARGENTINAS	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
AEROMEXICO	0	0	0	0	0	0	0	0	0	0	0	100%	0	0	0	0	0	0					
AIR ALGERIE	0	0	0	0	0	0	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 ASIA	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
AIR CHINA	2	0	0	0	2	16	1	1	4	2	4	20%	0	0	0	7	4	4					
AIR EUROPA	0	1	0	0	1	15	0	4	0	4	100%	0	0	0	0	0	0	0					
AIR FRANCE / KLM	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
AIR INDIA	29	2	0	0	31	97	2	2	2	2	2	81%	0	0	0	31	31	36					
AIR MALTA	0	0	0	0	0	0	0	0	0	0	0	100%	0	0	0	0	0	0					
AIR MAURITIUS LTD	14	1	0	0	15	383	2	15	8	23	65%	0	0	0	25	16	24						
AIR NEW ZEALAND LTD	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
AIR PORTUGAL	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
AIR SERBIA	1	0	0	0	1	37	0	1	0	1	100%	0	0	0	1	1	1	1					
AIR TRANSAT	2	1	0	0	3	25	1	0	2	2	2	0%	0	0	0	3	2	2					
AJET	2	5	2	0	9	114	0	0	0	0	0	0%	0	0	0	0	0	0					
ALBA STAR	5	0	0	0	5	586	0	1	7	8	13%	0	0	0	8	6	9						
ALBAWINGS	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
AMERICAN AIRLINES	17	1	0	0	18	18	0	16	13	16	12	84%	0	0	0	21	21	21					
AIRGUY AIR SERVICES	0	0	0	0	0	0	0	2	2	2	50%	0	0	0	5	4	8						
AVIANCA COLOMBIA	1	0	0	0	1	23	3	0	5	8	0%	0	0	0	8	2	6						
AZERBAIJAN AIRLINES (AZAL)	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
BAMBUO AIRWAYS	1	0	0	0	1	9	0	0	4	4	0%	0	0	0	4	2	6						
BEIJING CAPITAL AIRLINES	1	0	0	0	1	119	0	0	0	0	0	0%	0	0	0	0	0	0					
BH AIR	1	0	0	0	1	60	1	0	0	0	0	0%	0	0	0	1	1	1					
BIRMAN BANGLADESH AIRLINES	1	0	0	0	1	24	0	0	5	5	0%	0	0	0	5	2	6						
BIRMINGHAM	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
BLUE ISLANDS LIMITED	5	1	0	0	6	61	2	3	0	3	100%	0	0	0	6	4	2						
BRITISH AIRWAYS PLC	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0					
BRUSSELS AIRLINES	0	0	0	0	0	0	0	1	0	1	100%	0	0	0	0	0	0						
CHINA EASTERN AIRLINES	3	0	0	0	3	29	2	0	4	4	4%	0	0	0	6	3	4						
CHINA SOUTHERN	2	0	0	0	2	17	1	1	2	3	33%	0	0	0	4	4	5						
CORENDON AIRLINES	11	0	0	0	11	107	0	9	3	12	73%	0	0	0	12	6	7						
CROATIA AIRLINES	1	0	0	0	1	67	0	1	1	2	50%	0	0	0	2	1	2						
EASTERN AIRWAYS	14	0	0	0	14	368	2	17	0	17	100%	0	0	0	19	4	7						
EASJET	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0						
EDELWEISS AIR	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0						
EDINBURGH	0	0	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0						
EL AL	2	0																					