

| ADR entry name / PACT | Complaints Received in Period | | | | | | | | | | Complaints Resolved in Period | | | | | | | | | | Ongoing cases | | |
|--------------------------------|-----------------------------------|------------------------------------|------------------------------------|--|-----------------------|--|-------------------------------------|--|---|--|-------------------------------|-----------------------------|---------------|---------------|--------------------------------------|-----------------------|---------------------------------------|-------------------------------------|--|-----------------------------------|------------------------------------|------------------------------------|--|
| | Complaints received Reg 201 | Complaints received 'others' | Complaints received Reg 1107 | Complaints received awaiting categorisation | Total cases opened | Complaints open per million passenger | Total cases opened & rejected | Remedy awarded - Settled by Airline | Remedy awarded - Adjudicated in favour of passenger | No remedy awarded - Adjudicated in favour of airline/airline | Total cases adjudicated | Uphold rate for consumer | 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 | | | | |
| | | | | | | | | | | | | | | | | | | | | Complaints received Reg 201 | 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 | 8 | 1 | 0 | 2 | 11 | 149 | 4 | 0 | 2 | 3 | 5 | 40% | €1,818 | €909 | 7 | 16 | 15 | 16 | | | | | |
| AIR CANADA | 33 | 7 | 0 | 11 | 51 | 140 | 9 | 12 | 3 | 11 | 26 | 58% | €9,386 | €826 | 16 | 102 | 142 | 184 | | | | | |
| AIR CHINA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| AIR FRANCE / KLM | 239 | 145 | 0 | 80 | 464 | 242 | 53 | 68 | 68 | 118 | 254 | 54% | €91,364 | €972 | 270 | 533 | 1,016 | 1,035 | | | | | |
| 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 | 12 | 0 | 0 | 51 | 140 | 8 | 10 | 10 | 19 | 39 | 51% | €8,317 | €465 | 94 | 122 | 264 | 337 | | | | | |
| ASIANA AIRLINES | 1 | 1 | 0 | 0 | 2 | 39 | 2 | 0 | 1 | 0 | 1 | 100% | €485 | €485 | 0 | 13 | 2 | 1 | | | | | |
| DELTA AIRLINES | 17 | 4 | 0 | 4 | 25 | 40 | 19 | 7 | 1 | 7 | 15 | 53% | €8,217 | €777 | 28 | 43 | 50 | 54 | | | | | |
| EAST MIDLANDS INTERNATIONAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| EASJET | 1,686 | 239 | 0 | 60 | 1,984 | 119 | 221 | 277 | 165 | 1,004 | 1,458 | 30% | €250,459 | €947 | 1,804 | 3,358 | 4,974 | 6,003 | | | | | |
| EGYPTAIR | 17 | 17 | 0 | 16 | 50 | 276 | 7 | 1 | 5 | 13 | 19 | 32% | €3,752 | €926 | 30 | 51 | 74 | 88 | | | | | |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| HUMBERSIDE | 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 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| ROYAL BRUNEL AIRLINES | 2 | 1 | 0 | 0 | 3 | 190 | 2 | 0 | 0 | 0 | 1 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| RYANAIR | 1,791 | 495 | 0 | 91 | 2,377 | 146 | 216 | 303 | 383 | 1,087 | 1,773 | 39% | €367,247 | €535 | 3,920 | 5,702 | 5,300 | 8,413 | | | | | |
| SOUTH AFRICAN AIRWAYS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| THY TURKISH AIRLINES | 121 | 39 | 0 | 52 | 222 | 233 | 49 | 40 | 23 | 44 | 105 | 58% | €48,341 | €792 | 214 | 319 | 419 | 418 | | | | | |
| TUI AIRWAYS LTD | 468 | 28 | 0 | 43 | 539 | 101 | 95 | 145 | 113 | 579 | 837 | 31% | €231,481 | €897 | 800 | 1,640 | 1,572 | 2,578 | | | | | |
| VIRGIN ATLANTIC AIRWAYS LTD | 105 | 50 | 0 | 8 | 163 | 101 | 11 | 28 | 13 | 24 | 65 | 63% | €39,314 | €959 | 120 | 185 | 296 | 307 | | | | | |
| WIZZ AIR | 3,013 | 348 | 0 | 216 | 3,579 | 199 | 689 | 2,101 | 621 | 3,759 | 3,096 | 88% | €1,600,090 | €585 | 2,240 | 5,385 | 4,627 | 5,733 | | | | | |
| BRISTOL | 2 | 0 | 0 | 0 | 2 | 20 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| BRITISH AIRWAYS PLC | 2,554 | 323 | 19 | 303 | 3,199 | 228 | 473 | 2,283 | 226 | 324 | 2,833 | 89% | €1,487,152 | €993 | 807 | 3,640 | 2,930 | 2,907 | | | | | |
| CATHAY PACIFIC AIRWAYS | 6 | 1 | 0 | 0 | 7 | 25 | 0 | 4 | 2 | 1 | 7 | 86% | €3,120 | €520 | 0 | 8 | 9 | 2 | | | | | |
| GATWICK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| HEATHROW | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| MANCHESTER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| SAS | 9 | 2 | 0 | 0 | 11 | 24 | 1 | 5 | 5 | 7 | 17 | 59% | €4,022 | €402 | 1 | 18 | 6 | 12 | | | | | |
| STANSTED | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | |
| Total | CDRL | 7,636 | 1,388 | 645 | 9,669 | 1,421 | 2,993 | 1,406 | 3,298 | 7,897 | 57% | €2,663,679 | €905 | 9,706 | 17,402 | 20,076 | 26,491 | 177 | | | | | |
| Total | CDRL | 2,571 | 328 | 19 | 3,055 | 1 | 2,294 | 234 | 338 | 2,863 | 88% | €1,495,534 | €592 | 887 | 3,760 | 2,963 | 2,933 | 0 | | | | | |
| AESEAN AIRLINES | PACT | 9 | 0 | 0 | 9 | 59 | 1 | 3 | 1 | 4 | 75% | €0 | €0 | 0 | 5 | 14 | 9 | | | | | | |
| AER LINGUS | PACT | 27 | 5 | 1 | 33 | 28 | 9 | 28 | 6 | 34 | 82% | €0 | €0 | 0 | 10 | 44 | 52 | | | | | | |
| AEROLINEAS ARGENTINAS | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AIR ARABIA MAROC | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AIR CHINA | PACT | 1 | 0 | 0 | 1 | 5 | 1 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AIR DOLOMITI | PACT | 1 | 0 | 0 | 1 | 26 | 0 | 1 | 0 | 1 | 100% | €0 | €0 | 0 | 1 | 1 | 1 | | | | | | |
| AIR EUROPA | PACT | 1 | 0 | 0 | 1 | 10 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AIR INDIA | PACT | 20 | 0 | 0 | 20 | 184 | 3 | 17 | 20 | 37 | 29% | €0 | €0 | 0 | 81 | 29 | 82 | | | | | | |
| AIR MAURITIUS LTD | PACT | 7 | 0 | 0 | 7 | 144 | 1 | 16 | 2 | 18 | 89% | €0 | €0 | 0 | 19 | 8 | 19 | | | | | | |
| AIR PEACE | PACT | 3 | 0 | 0 | 3 | 77 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AIR PORTUGAL | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AIR SERBIA | PACT | 2 | 0 | 0 | 2 | 69 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AIR TRANSAT | PACT | 2 | 0 | 1 | 3 | 15 | 1 | 1 | 1 | 1 | 0% | €0 | €0 | 0 | 2 | 0 | 3 | | | | | | |
| AJET | PACT | 6 | 1 | 0 | 7 | 58 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| ALBA STAR | PACT | 2 | 0 | 0 | 2 | 124 | 1 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| ALL NIPPON AIRWAYS | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AMERICAN AIRLINES | PACT | 18 | 0 | 0 | 18 | 18 | 4 | 4 | 4 | 10 | 14 | 29% | €0 | €0 | 0 | 22 | 35 | 37 | | | | | |
| ATLANTIC AIRWAYS | PACT | 2 | 0 | 0 | 2 | 229 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AURigny AIR SERVICES | PACT | 6 | 0 | 0 | 6 | 35 | 2 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AVIANCA COLOMBIA | PACT | 0 | 1 | 0 | 1 | 21 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| AZERBAIJAN AIRLINES (AZAL) | PACT | 1 | 0 | 0 | 1 | 42 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| BAMBOO AIRWAYS | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| BEIJING CAPITAL AIRLINES | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| BH AIR | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| BIRAN BANGLADESH AIRLINES | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| BLUE AIR | PACT | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| BLUE ISLANDS LIMITED | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| BRITISH AIRWAYS PLC | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| BRUSSELS AIRLINES | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| CHINA EASTERN AIRLINES | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| CHINA SOUTHERN | PACT | 2 | 0 | 0 | 2 | 17 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| CORENDON AIRLINES | PACT | 4 | 0 | 0 | 4 | 31 | 1 | 8 | 0 | 8 | 100% | €0 | €0 | 0 | 9 | 4 | 8 | | | | | | |
| CORATIA AIRLINES | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| DAV AIR | PACT | 6 | 0 | 0 | 6 | 365 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| EASTERN AIRWAYS | PACT | 12 | 0 | 0 | 12 | 237 | 1 | 12 | 1 | 13 | 92% | €0 | €0 | 0 | 14 | 9 | 10 | | | | | | |
| EASJET | PACT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | €0 | €0 | 0 | 0 | 0 | 0 | | | | | | |
| EL AL | PACT | 4 | 0 | 0 | 4 | 26 | 0 | 4 | 0 | 4 | 100% | €0 | €0 | 0 | 5 | 6 | 7 | | | | | | |
| EMERALD AIRLINES | PACT | 6 | 0 | 0 | 6 | 195 | 2 | 27 | 4 | 27 | 7% | €0 | €0 | 0 | 40 | 10 | 51 | | | | | | |
| EMIRATES | PACT | | | | | | | | | | | | | | | | | | | | | | |