

ADR entry name / Airline / Airport Name	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases								
	Complaints received Reg		Complaints received 'others'		Complaints received Reg		Complaints received awaiting categorisation		Total cases opened		Complaints per million opened & projected		Remedy awarded - Settled by Airline		Remedy awarded - Adjudicated in favour of passenger		No remedy awarded - Adjudicated in favour of airline/air carrier		Total cases adjudicated		Uphold rate for consumers		Total cases		Open cases at the END of Period		Open cases at START of Period		
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	
AIR AFYANA	CDRL	2	1	0	0	1	4	81	15	1	2	1	75%	E2,344	E781	20	24	24	11										
AIR BALTIC	CDRL	13	3	0	1	17	84	10	2	3	6	19	38%	E4,462	E892	14	27	34	26										
AIR CANADA	CDRL	127	26	0	12	165	86	206	55	34	54	142	62%	E82,090	E922	257	400	472	216										
AIR CHINA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
AIR FRANCE / KLM	CDRL	1,358	402	0	96	1,855	321	521	314	440	831	1,585	48%	E664,260	E881	801	2,388	2,905	1,553										
AIR INDIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
AIR MAURITIUS LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
AIR PORTUGAL	CDRL	294	71	0	15	480	474	114	88	242	197	621	60%	E418,515	E574	229	856	815	491										
ASIANA AIRLINES	CDRL	3	1	0	0	4	28	11	0	1	2	33%	E1,468	E1,468	14	17	15	6											
DELTA AIRLINES	CDRL	84	11	0	20	115	57	64	17	46	34	97	65%	E58,723	E932	110	207	211	118										
EAST MIDLANDS INTERNATIONAL	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
EGYPTAIR	CDRL	7,080	481	0	732	8,159	189	791	889	469	5,802	7,161	59%	E981,791	E648	1,066	6,217	10,702	6,489										
EMIRATES	CDRL	27	28	0	15	70	187	69	1	15	43	58	27%	E17,168	E1,073	108	168	148	73										
FLYBE LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
HUMBERSIDE	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
LONDON CITY	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
OMAN AIR	CDRL	7	0	0	2	9	44	9	8	3	6	17	65%	E8,895	E890	9	48	37	27										
ROYAL BRUNEI AIRLINES	CDRL	4	2	0	1	7	84	14	1	3	5	44%	E2,897	E674	21	30	23	7											
RYANAIR	CDRL	13,063	2,077	0	503	15,643	301	2,273	1,906	2,217	9,459	13,582	30%	E2,886,293	E700	3,738	17,315	20,527	12,700										
SOUTH AFRICAN AIRWAYS	CDRL	1	0	0	0	1	0	0	0	0	0	0	0%	E0	E0	0	0	0	0										
THY TURKISH AIRLINES	CDRL	291	60	0	28	379	151	513	107	58	183	348	47%	E178,152	E1,090	688	1,006	1,006	390										
THY AIRWAYS LTD	CDRL	2,191	95	0	167	2,453	200	2,871	291	199	1,984	2,474	20%	E430,702	E879	570	3,044	3,742	2,579										
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	198	53	0	30	321	58	65	59	46	255	340	25%	E83,735	E985	101	441	502	276										
WIZZ AIR	CDRL	6,024	708	0	121	6,853	594	2,928	2,615	1,485	2,826	7,023	58%	E3,541,572	E2645	3,275	10,201	11,821	5,842										
BRISTOL	CEDR	2	1	0	0	3	0	50	0	0	0	0	0%	E0	E0	0	0	0	0										
BRITISH AIRWAYS PLC	CEDR	7,938	696	161	245	9,040	200	1,907	6,532	922	1,539	8,993	83%	E6,013,724	E807	2,164	11,157	2,615	2,823										
CATHAY PACIFIC AIRWAYS	CEDR	22	5	1	0	28	28	12	15	8	4	27	85%	E19,518	E949	12	39	42	0										
CATWICK	CEDR	0	0	0	0	0	0	78	0	1	0	0	0%	E0	E0	0	0	0	0										
HEATHROW	CEDR	9	0	4	2	15	0	167	2	0	9	11	18%	E870	E435	167	178	5	4										
MANCHESTER	CEDR	6	0	2	0	8	0	17	0	3	4	7	43%	E476	E159	19	28	5	4										
SAS	CEDR	48	11	3	1	63	38	19	54	12	6	72	92%	E39,452	E598	21	93	4	15										
STANSTED	CEDR	0	0	0	0	0	0	12	1	0	0	0	100%	E150	E192	14	15	0	0										
Total	CDRL	30,888	3,980	0	1,798	36,574	1,752	7,522	6,334	5,363	21,800	33,497	38%	E9,263,257	E788	11,444	44,541	54,393	32,101										
Total	CDRL	8,025	713	172	248	9,516	2,863	1,965	6,604	946	5,166	9,116	83%	E6,074,340	E893	2,527	11,642	2,893	2,880										

TUNSAIR	PACT	10	1	0	11	188	1	6	5	11	55%	1	12	5	6	
UKRAINE INTERNATIONAL AIRLINES	PACT	0	0	0	0	0	1	0	1	1	0%	2	3	0	2	
UNITED AIRLINES	PACT	78	2	0	80	30	6	47	31	78	60%	7	85	30	28	
VIETNAM AIRLINES	PACT	5	2	0	7	0	0	2	1	3	67%	0	3	5	1	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0	0	0	2	0	0	0	0%	2	2	0	0	
VISTARA	PACT	5	6	0	11	29	1	2	5	7	29%	1	8	2	1	
VUELING AIRLINES	PACT	191	23	1	215	69	13	257	76	333	77%	14	347	29	147	
WEST JET AIRLINES	PACT	19	0	0	19	53	4	27	14	41	66%	4	45	4	26	
WIDERÖE FLYVESELSKAP A/S	PACT	3	0	0	3	33	0	0	4	4	0%	0	4	0	1	
WIZZ AIR	PACT	0	0	0	0	0	3	0	0	0	0%	5	3	0	0	
THOMAS COOK AIRLINES LTD	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
THY TURKISH AIRLINES	PACT	1	0	0	1	0	2	0	1	1	0%	2	3	1	0	
TIANJIN AIRLINES	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
TITAN AIRWAYS LTD	PACT	1	0	0	1	18	0	0	0	0	0%	0	0	0	0	
TRANSAVA	PACT	3	0	0	3	158	0	0	0	0	0%	0	0	0	0	
TUI AIRWAYS LTD	PACT	0	0	0	0	0	8	0	0	0	0%	8	8	0	0	
TUNSAIR	PACT	10	1	0	11	188	1	6	5	11	55%	1	12	5	6	
UNITED AIRLINES	PACT	78	2	0	80	30	6	47	31	78	60%	7	85	30	28	
VIETNAM AIRLINES	PACT	2	0	0	2	0	0	1	1	2	50%	0	2	0	0	
VIETNAM AIRLINES	PACT	5	2	0	7	0	0	2	1	3	67%	0	3	5	1	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0	0	0	2	0	0	0	0%	2	2	0	0	
VISTARA	PACT	5	6	0	11	29	1	2	5	7	29%	1	8	2	1	
VOLOTEA	PACT	8	0	0	8	233	0	0	0	0	0%	0	0	0	0	
VUELING AIRLINES	PACT	191	23	1	215	69	13	257	76	333	77%	14	347	29	147	
WEST JET AIRLINES	PACT	19	0	0	19	53	4	27	14	41	66%	4	45	4	26	
WIZZ AIR	PACT	0	0	0	0	0	3	0	0	0	0%	5	3	0	0	
WORLD2FLY	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
WOW AIR	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
Total	PACT	3,224	430	21	3,675		413	0	2,895	2,034	4,629	56%	492	5,121	1,182	2,182