

Data Correct as of: 12/06/2025

Airline / Airport Name	ADR entity name / PACT	Complaints Received in Period							Complaints Resolved in Period								Ongoing cases		
		Complaints received Reg	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	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
		261																	
AIR ASTANA	CDRL	2	1	0	1	4	81	19	1	2	1	12	75%	£2,344	£781	20	24	3	4
AIR BALTIC	CDRL	13	3	0	1	17	94	10	1	3	8	12	33%	£4,275	£1,069	14	26	20	19
AIR CANADA	CDRL	127	26	0	12	165	88	206	9	34	54	97	44%	£36,599	£851	257	354	226	209
AIR CHINA	CDRL	0	0	0	0	0	0	7	0	0	0	0	0%	£0	£0	12	12	10	15
AIR FRANCE / KLM	CDRL	1358	402	0	95	1855	321	521	38	440	831	1309	37%	£477,563	£999	796	12105	1817	1547
AIR PORTUGAL	CDRL	394	71	0	15	480	471	114	38	342	197	577	66%	£383,131	£1,008	228	805	489	699
ASIANA AIRLINES	CDRL	3	1	0	0	4	23	11	0	1	2	3	33%	£1,468	£1,468	14	17	1	3
DELTA AIRLINES	CDRL	84	11	0	20	115	57	64	1	46	34	81	58%	£43,563	£927	110	191	107	119
EAST MIDLANDS INTERNATIONAL	CDRL	1	1	0	0	2	1	3	0	0	4	4	0%	£0	£0	6	10	1	6
EASJET	CDRL	7080	401	0	718	8199	165	791	142	469	5804	6415	10%	£482,765	£790	1054	7469	5652	4134
EGYPTAIR	CDRL	27	28	0	15	70	157	69	1	15	43	59	27%	£17,168	£1,073	109	168	48	77
FLYBE LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	443	444
GARUDA INDONESIA	CDRL	0	0	0	1	1	0	3	0	0	0	0	0%	£0	£0	7	7	2	5
HUMBERSIDE	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	3	3	0	3
LONDON CITY	CDRL	0	0	0	4	4	0	10	0	0	0	0	0%	£0	£0	10	10	4	0
OMAN AIR	CDRL	7	0	0	2	9	44	9	8	3	6	17	65%	£8,895	£809	31	48	22	38
ROYAL BRUNEI AIRLINES	CDRL	4	2	0	1	7	94	14	1	3	5	9	44%	£2,697	£674	21	30	5	15
RYANAIR	CDRL	13063	2077	0	505	15645	301	2273	731	2217	9460	12408	24%	£2,327,824	£790	3727	16135	11853	10142
SOUTH AFRICAN AIRWAYS	CDRL	1	0	0	0	1	0	4	0	0	3	3	0%	£0	£0	8	11	1	7
THY TURKISH AIRLINES	CDRL	291	60	0	28	379	151	513	30	58	183	271	32%	£89,676	£1,019	656	927	403	441
TUI AIRWAYS LTD	CDRL	2191	95	0	167	2453	202	387	122	199	1984	2305	14%	£297,874	£928	561	2866	2223	2253
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	198	93	0	30	321	56	65	21	46	255	322	21%	£62,868	£938	100	422	272	308
WIZZ AIR	CDRL	6014	708	0	121	6843	592	2429	243	1485	2928	4656	37%	£1,555,808	£900	3268	7924	7684	6338
BRISTOL	CEDR	2	1	0	0	3	0	50	0	0	3	3	0%	£0	£0	50	53	0	0
BRITISH AIRWAYS PLC	CEDR	7938	696	161	245	9040	200	1907	6532	922	1539	8993	83%	£6,013,724	£807	2164	11157	2613	2823
CATHAY PACIFIC AIRWAYS	CEDR	22	5	1	0	28	28	12	15	8	4	27	85%	£19,518	£849	12	39	4	3
GATWICK	CEDR	0	0	1	0	1	0	79	0	1	0	1	100%	£150	£150	80	81	0	1
HEATHROW	CEDR	9	0	4	2	15	0	167	2	0	9	11	18%	£870	£435	167	178	5	1
MANCHESTER	CEDR	6	0	2	0	8	0	17	0	3	4	7	43%	£476	£159	19	26	3	4
SAS	CEDR	48	11	3	1	63	38	19	54	12	6	72	92%	£39,452	£598	21	93	4	15
STANSTED	CEDR	0	0	0	0	0	0	12	1	0	0	1	100%	£150	£150	14	15	0	3
Total	CDRL	30858	3980	0	1,736	36574		7522	1387	5363	21802	28552	24%	£5,794,518	£858	11013	39565	31286	26826
Total	CEDR	8025	713	172	248	9158		2263	6604	946	1565	9115	83%	£6,074,340	£805	2527	11642	2629	2850
AEGEAN AIRLINES	PACT	11	7	0		18	33	0		24	9	33	73%			0	33	5	20
AER LINGUS	PACT	140	8	0		148	37	14		155	82	237	65%			16	253	32	121
AEROFLOT	PACT	3	0	0		3	0	0		0	3	3	0%			0	3	2	1
AEROITALIA	PACT	1	0	0		1	1109	0		0	9	9	0%			0	9	0	8
AEROMEXICO	PACT	8	0	0		8	49	0		5	9	14	36%			1	14	1	7
AIR ALBANIA	PACT	2	0	0		2	129	1		5	0	5	100%			1	6	0	3
AIR ALGERIE	PACT	4	3	0		7	82	1		4	2	6	67%			2	8	3	3
AIR ARABIA MAROC	PACT	3	1	0		4	92	0		0	4	4	0%			0	4	1	1
AIR CHINA	PACT	11	2	0		13	40	0		0	1	1	0%			0	1	12	0
AIR DOLOMITI	PACT	1	0	0		1	214	0		1	0	1	100%			0	1	0	0
AIR EUROPA	PACT	18	5	0		23	97	1		24	2	26	92%			2	28	5	9
AIR FRANCE / KLM	PACT	0	0	1		1	0	2		0	0	0	0%			2	2	2	1
AIR INDIA	PACT	33	3	0		36	30	7		19	12	31	61%			8	39	23	19
AIR MALTA	PACT	2	0	0		2	6	1		0	0	0	0%			1	1	3	0
AIR MAURITIUS LTD	PACT	9	3	1		13	85	0		3	2	5	60%			0	5	11	2
AIR MOLDOVA INTERNATIONAL	PACT	7	0	0		7	351	4		0	7	7	0%			4	11	1	1
AIR NEW ZEALAND LTD	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	0	2
AIR PORTUGAL	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0
AIR SERBIA	PACT	2	1	0		3	36	0		2	0	2	100%			0	2	1	0
AIR TRANSAT	PACT	10	1	0		11	24	1		8	8	16	50%			2	18	5	11
ALBA STAR	PACT	50	0	0		50	1970	0		21	34	55	38%			0	55	14	18
ALL NIPPON AIRWAYS	PACT	1	0	0		1	8	1		4	0	4	100%			1	5	1	4
AMERICAN AIRLINES	PACT	39	5	0		44	12	15		42	14	56	75%			16	72	11	25
ARKIA	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1
AURIGNY AIR SERVICES	PACT	17	0	1		18	32	2		1	13	14	7%			2	16	4	0
AUSTRIAN AIRLINES	PACT	1	1	0		2	4	0		0	2	2	0%			0	2	1	1
AVIANCA COLOMBIA	PACT	16	0	0		16	96	2		0	44	44	0%			2	46	3	30
AZERBAIJAN AIRLINES (AZAL)	PACT	0	2	0		2	51	0		1	2	3	33%			0	3	0	1
BADR AIRLINES	PACT	2	0	0		2	2899	0		0	1	1	0%			0	1	1	0

BALKAN AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
BAMBOO AIRWAYS	PACT	9	0	0	9	225	1	0	2	2	0%	1	3	7	0
BH AIR	PACT	7	0	0	7	110	0	0	9	9	0%	0	3	3	5
BIMAN BANGLADESH AIRLINES	PACT	13	1	0	14	80	0	0	13	13	0%	0	13	6	4
BIRMINGHAM	PACT	0	1	0	1	0	0	0	0	0	0%	0	0	1	0
BLUE AIR	PACT	0	0	0	0	0	6	1	21	22	5%	10	32	0	25
BLUE ISLANDS LIMITED	PACT	2	0	0	2	5	1	4	1	5	80%	1	6	2	5
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	2	0	0	0	0%	4	4	0	2
BRUSSELS AIRLINES	PACT	0	1	0	1	2	0	0	3	3	0%	0	3	1	3
BULGARIA AIR	PACT	0	1	0	1	24	0	0	0	0	0%	0	0	1	0
CHINA EASTERN AIRLINES	PACT	1	1	0	2	9	0	0	0	0	0%	0	0	2	0
CHINA SOUTHERN	PACT	3	1	0	4	16	1	1	2	3	33%	1	4	3	1
CONDOR	PACT	0	0	0	0	0	0	0	0	0	0%	1	1	0	1
COPA AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
CORENDON AIRLINES	PACT	96	3	0	99	369	2	106	18	124	85%	2	126	25	50
CROATIA AIRLINES	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	0	1
DAN AIR	PACT	6	0	0	6	1156	0	0	4	4	0%	0	4	2	0
EASTERN AIRWAYS	PACT	27	0	1	28	169	2	14	15	29	48%	2	31	4	5
EASYJET	PACT	0	0	2	2	0	3	0	1	1	0%	3	4	1	0
EDELWEISS AIR	PACT	6	0	0	6	84	0	1	4	5	20%	0	5	2	1
EL AL	PACT	10	0	0	10	25	0	1	0	1	100%	0	1	10	0
EMERALD AIRLINES	PACT	341	2	0	343	3567	3	294	45	339	87%	4	343	86	83
EMIRATES	PACT	44	17	2	63	12	17	18	70	88	20%	21	109	25	53
ENTER AIR	PACT	36	2	0	38	423	0	40	14	54	74%	0	54	4	20
ETHIOPIAN AIRLINES	PACT	5	15	1	21	66	5	0	14	14	0%	7	21	16	9
ETIHAD AIRWAYS	PACT	20	7	2	29	26	9	19	37	56	34%	10	66	9	34
EVA AIR	PACT	1	0	0	1	4	1	0	2	2	0%	1	3	0	1
FINNAIR	PACT	8	4	0	12	18	3	5	11	16	31%	4	20	5	10
FLYADEAL	PACT	72	46	0	118	0	13	72	35	107	67%	14	121	51	40
FLYBE LTD	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
FLYDUBAI	PACT	2	0	0	2	0	1	1	1	2	50%	1	3	1	1
FLYONE	PACT	14	2	0	16	187	4	0	13	13	0%	4	17	4	1
FREEBIRD AIRLINES	PACT	4	1	0	5	26	3	3	5	8	38%	3	11	1	4
GEORGIAN AIRWAYS	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
GULF AIR	PACT	47	11	0	58	122	7	18	72	90	20%	7	97	25	58
HAHN AIR	PACT	1	0	0	1	0	0	0	0	0	0%	0	0	1	0
HAINAN AIRLINES	PACT	5	1	0	6	68	1	2	0	2	100%	1	3	4	0
HISKY	PACT	3	1	0	4	155	0	0	1	1	0%	0	1	3	0
IBERIA	PACT	49	9	0	58	58	9	72	19	91	79%	13	104	15	51
IBERIA EXPRESS	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
ICELANDAIR	PACT	11	0	0	11	23	1	4	7	11	36%	1	12	1	1
INDIGO AIRLINES	PACT	1	0	0	1	0	0	0	1	1	0%	0	1	1	1
IPS AIRWAYS	PACT	0	0	0	0	0	0	0	3	3	0%	0	3	0	3
ISLES OF SCILLY SKYBUS	PACT	1	0	0	1	0	0	1	0	1	100%	0	1	0	0
ITA AIRWAYS	PACT	48	8	0	56	154	2	44	10	54	81%	2	56	10	7
JAPAN AIRLINES	PACT	2	0	0	2	8	0	0	4	4	0%	1	5	1	4
JET2.COM LTD	PACT	310	6	5	321	19	42	158	485	643	25%	63	706	22	366
JETBLUE	PACT	9	0	0	9	24	0	2	9	11	18%	1	12	3	6
KENYA AIRWAYS	PACT	35	7	0	42	172	3	29	8	37	78%	3	40	18	13
KOREAN AIR	PACT	3	1	0	4	22	0	0	5	5	0%	0	5	1	2
KUWAIT AIRWAYS	PACT	15	6	0	21	53	5	15	4	19	79%	5	24	7	5
LATAM AIRLINES BRASIL	PACT	14	3	0	17	60	2	17	3	20	85%	2	22	7	10
LOGANAIR LTD	PACT	68	5	0	73	48	4	19	91	110	17%	6	116	21	55
LOT-POLISH AIRLINES	PACT	17	2	0	19	59	4	9	13	22	41%	4	26	8	11
LUFTHANSA	PACT	8	1	0	9	3	3	7	1	8	88%	4	12	5	4
LUXAIR	PACT	2	0	0	2	11	0	0	0	0	0%	0	2	0	0
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	6	5	0	11	30	4	13	6	19	68%	4	23	1	8
MALETH AERO	PACT	172	0	0	172	9626	0	0	0	0	0%	0	0	173	0
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	2	0	0	2	11	0	2	3	5	40%	0	5	0	3
NORSE ATLANTIC	PACT	87	7	0	94	1863	2	49	5	54	91%	2	56	44	3
NORWEGIAN AIR SHUTTLE	PACT	98	10	1	109	119	15	96	37	133	72%	18	151	10	36
NOUVEL AIR TUNISIE	PACT	28	1	0	29	732	0	1	18	19	5%	0	19	14	4
OLYMPIC AIRWAYS	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	0	1
PAKISTAN INTL AIRLINES	PACT	2	0	0	2	0	0	0	8	8	0%	0	8	0	6
PEGASUS AIRLINES	PACT	31	7	1	39	36	2	18	21	39	46%	2	41	13	14
PHILIPPINE AIRLINES	PACT	1	0	0	1	333333	1	0	1	1	0%	1	2	0	0
PLAY	PACT	3	2	0	5	33	2	2	2	4	50%	2	6	4	2
QANTAS	PACT	6	2	0	8	17	10	21	0	21	100%	10	31	1	14
QATAR AIRWAYS	PACT	170	33	0	203	72	43	246	120	366	67%	49	415	77	239
ROYAL AIR MAROC	PACT	42	23	0	65	292	5	2	51	53	4%	7	60	26	14
ROYAL JORDANIAN	PACT	1	0	0	1	6	0	2	1	3	67%	1	4	1	4
RWANDAIR	PACT	3	3	0	6	75	1	3	8	11	27%	1	12	2	7

RYANAIR	PACT	0	2	1	3	0	9	1	0	1	100%	9	10	1	0	
SATA AIR ACORES	PACT	2	0	0	2	0	0	0	0	0	0%	0	0	2	0	
SAUDI ARABIAN AIRLINES	PACT	72	46	0	118	136	13	72	35	107	67%	14	121	51	40	
SCOOT	PACT	4	1	0	5	0	1	6	5	11	55%	2	13	1	8	
SHENZHEN AIRLINES	PACT	0	1	0	1	15	0	0	0	0	0%	0	0	1	0	
SINGAPORE AIRLINES	PACT	22	4	0	26	24	1	24	14	38	63%	1	39	2	14	
SKY EXPRESS SA	PACT	3	1	0	4	43	1	4	3	7	57%	3	10	2	7	
SRILANKAN AIRLINES	PACT	23	1	0	24	110	4	11	15	26	42%	5	31	15	18	
SUN EXPRESS DEUTSCHLAND	PACT	20	0	0	20	0	4	13	15	28	46%	4	32	2	10	
SWISS AIRLINES	PACT	6	0	0	6	4	0	3	1	4	75%	0	4	2	0	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1	
TAROM	PACT	1	1	0	2	31	0	0	5	5	0%	0	5	0	3	
THAI AIRWAYS INTERNATIONAL	PACT	16	4	0	20	50	2	25	39	64	39%	5	69	2	51	
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	13	0	0	0	0	0%	0	0	1	0	
TUNISAIR	PACT	10	1	0	11	186	1	6	5	11	55%	1	12	5	5	
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	29	
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	39	1	2	5	7	29%	1	8	8	4	
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	
WIDEROE 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%	3	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	13	0	0	0	0	0%	0	0	1	0	
TRANSAVIA	PACT	3	0	0	3	136	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	
TUNISAIR	PACT	10	1	0	11	186	1	6	5	11	55%	1	12	5	5	
UNITED AIRLINES	PACT	78	2	0	80	30	6	47	31	78	60%	7	85	30	29	
UZBEKISTAN AIRLINES	PACT	2	0	0	2	51	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	39	1	2	5	7	29%	1	8	8	4	
VOLOTEA	PACT	8	0	0	8	233	0	0	6	6	0%	0	6	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%	3	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	3224	430	21	3675		413	0	2595	2034	4629	56%	492	5121	1182	2182