

Quarterly complaints data for Q4 2020 from the CAA Approved ADR entities and the CAA's Passenger Advice and Complaints Team

Airline / Airport Name	ADR entity name / PACT	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Remedy awarded (complaints decided in qtr)	No remedy awarded	Complaints per million pax	Total awarded	Average award	Uphold rate for consumers
BRITISH AIRWAYS PLC	CEDR	551	21	3	241	292	292	177,750	738	45%
HEATHROW	CEDR	1				1				
MANCHESTER	CEDR					1				
STANSTED	CEDR				1			250	250	100%
AIR ASTANA	CDRL					1		-		
AIR CANADA	CDRL	9			14	27	216	10,844	775	34%
AIR CHINA	CDRL	1				2	129	-		
AIR FRANCE / KLM	CDRL	86	4		78	123	269	47,412	608	39%
AIR MAURITIUS LTD	CDRL	2			1	10	862	1,518	1,518	9%
AIR PORTUGAL	CDRL	135	1		66	120	2,903	54,122	820	35%
DELTA AIRLINES	CDRL	2				1	132	-		
EAST MIDLANDS INTERNATIONAL	CDRL					1		-		
EASYJET UK LTD	CDRL	531	12		417	1,017	162	219,444	526	29%
EGYPT AIR	CDRL	7			2	7	247	1,385	692	22%
EMIRATES	CDRL				1	4		513	513	20%
FLYBE LTD	CDRL				1			35	35	100%
GARUDA INDONESIA	CDRL				3	2		2,150	717	60%
NORWEGIAN AIR UK LTD	CDRL				61	11		46,797	767	85%
OMAN AIR	CDRL	28			5	100	4,861	6,369	1,274	5%
ROYAL BRUNEI AIRLINES	CDRL	1			2		1,008	2,525	1,263	100%
SOUTH AFRICAN AIRWAYS	CDRL	4				5	14,599	-		
THY TURKISH AIRLINES	CDRL	35	6		26	66	163	21,245	817	28%
TUI AIRWAYS LTD	CDRL	29			55	228	52	55,552	1,010	19%
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	77			64	153	2,499	79,055	1,235	29%
WIZZ AIR	CDRL	215	5		228	407	151	94,318	414	36%
AEGEAN AIRLINES	PACT	5			1	1	108			50%
AER LINGUS	PACT	6	3		2	9	82			18%
AEROFLOT	PACT	27			26	1	706			96%
AEROMEXICO	PACT	11			9					100%
AIR ARABIA MAROC	PACT	4	1		11		1,414			100%
AIR EUROPA	PACT	12			4		745			100%
AIR INDIA	PACT	17			21	1	290			95%
AIR MALTA	PACT	2			3		139			100%
AIR MOLDOVA INTERNATIONAL	PACT	1					132			
AIR NEW ZEALAND LTD	PACT				1					100%
AIR TRANSAT	PACT	10			9		1,364			100%
ALITALIA (CAI)	PACT	4	2		1	3	82			25%
ALL NIPPON AIRWAYS	PACT				1	1				50%
AMERICAN AIRLINES	PACT	1			1	3	22			25%
ASL AIRLINES	PACT				1					100%
AURIGNY AIR SERVICES	PACT				1	1				50%
AUSTRIAN AIRLINES	PACT				1					100%
AVIANCA COLOMBIA	PACT	5			7		6,378			100%

AZERBAIJAN AIRLINES (AZAL)	PACT				2					100%
BEIJING CAPITAL AIRLINES	PACT				1					100%
BH AIR	PACT				8					100%
BIMAN BANGLADESH AIRLINES	PACT				1					100%
BLUE AIR	PACT	9			9			265		100%
BLUE ISLANDS LIMITED	PACT	1					1	63		
BLUE PANORAMA	PACT				1					100%
BMI REGIONAL	PACT				1					100%
BULGARIA AIR	PACT	2						219		
CATHAY PACIFIC AIRWAYS	PACT	1			1			38		100%
CHINA AIRLINES	PACT	1			1		1	316		50%
CHINA EASTERN AIRLINES	PACT				1					100%
CONDOR	PACT	1			1					100%
CROATIA AIRLINES	PACT	3			1			816		100%
EASTERN AIRWAYS	PACT						1			
EL AL	PACT	3			1			38,961		100%
EMIRATES	PACT	11			3		18	69		14%
ENTER AIR	PACT	2	1		5		6	24		45%
ERNEST	PACT				1					100%
ETHIOPIAN AIRLINES	PACT	3			3		2	103		60%
ETIHAD AIRWAYS	PACT	6	1		2		2	283		50%
EUROWINGS LUFTVERKEHRS	PACT				2					100%
EVA AIR	PACT				2					100%
FINNAIR	PACT	3			3		2	77		60%
FLYBOSNIA	PACT	2								
FREEBIRD AIRLINES	PACT	1			2					100%
GEORGIAN AIRWAYS	PACT				6					100%
GULF AIR	PACT	3			6			210		100%
HAINAN AIRLINES	PACT				3					100%
HI FLY	PACT						1			
IBERIA	PACT	17	2		23		10	387		70%
ICELANDAIR	PACT	6			6		3	1,094		67%
JAPAN AIRLINES	PACT				1					100%
JET2.COM LTD	PACT	14	1		5		16	16		24%
KENYA AIRWAYS	PACT	2			2		1	371		67%
KUWAIT AIRWAYS	PACT				3					100%
LATAM AIRLINES BRASIL	PACT	2			5			138		100%
LEVEL EUROPE	PACT	1						8		
LOGANAIR LTD	PACT	8	3		5		1	110		83%
LOT-POLISH AIRLINES	PACT	10			7		1	436		88%
LUFTHANSA	PACT	1			1			5		100%
LUXAIR	PACT						1			
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	4			1			802		100%
MONTENEGRO AIRLINES	PACT	1			1			2,309		100%
NEOS SPA	PACT	1								
NORWEGIAN AIR SHUTTLE	PACT	44	1		21		2			91%
PAKISTAN INTL AIRLINES	PACT	5			12		1	3,805		92%
PEGASUS AIRLINES	PACT	2			4		1	15		80%
PHILIPPINE AIRLINES	PACT	6			1		1	1,343		50%
QANTAS	PACT						2			

QATAR AIRWAYS	PACT	8	2		16	7	81			70%
ROYAL AIR MAROC	PACT	7			11		1,540			100%
ROYAL JORDANIAN	PACT	1			1		917			100%
RWANDAIR	PACT				1					100%
RYANAIR	PACT	184	17		575	53	55			92%
S7 AIRLINES (SIBERIA AIRLINES)	PACT	1								
SAS	PACT	1			4		19			100%
SAUDI ARABIAN AIRLINES	PACT				2					100%
SHENZHEN AIRLINES	PACT				1					100%
SINGAPORE AIRLINES	PACT	1					68			
SPICEJET	PACT				1					100%
STOBART AIR	PACT					2				
SUN AIR OF SCANDINAVIA	PACT				1					100%
SWISS AIRLINES	PACT				1					100%
THAI AIRWAYS INTERNATIONAL	PACT	1			6		356			100%
THY TURKISH AIRLINES	PACT				1					100%
TITAN AIRWAYS LTD	PACT				1					100%
TUNISAIR	PACT				2					100%
UKRAINE INTERNATIONAL AIRLINES	PACT	2			4		956			100%
UNITED AIRLINES	PACT	4			7	3	114			70%
UZBEKISTAN AIRLINES	PACT	1					90,909			
VIETNAM AIRLINES	PACT				2					100%
VUELING AIRLINES	PACT	20	1		38	16	419			70%
WEST JET AIRLINES	PACT	5			4		1,406			100%
WIDEROE FLYVESELSKAP A/S	PACT				2					100%
		Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Remedy awarded (complaints decided in qtr)	No remedy awarded	Complaints per million pax	Total awarded	Average award	Uphold rate for consumers
CDRL	TOTAL	1,162	28	-	1,024	2,285	80	643,284	628	31%
CEDR	TOTAL	552	21	3	242	294	39	178,000	736	45%
PACT	TOTAL	517	35	-	948	179	37	-	-	84%