

Quarterly complaints data for Q1 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
AIR ASTANA	CDRL		1		2		121	1,017	509	100
AIR CANADA	CDRL	16			4	12	43	2,472	618	25
AIR CHINA	CDRL	11	2		3	12	102	1,585	528	20
AIR FRANCE / KLM	CDRL	223	41		106	95	160	64,447	608	53
AIR MAURITIUS LTD	CDRL	6			3	3	274	1,640	547	50
AIR PORTUGAL	CDRL	126	19	1	57	48	543	32,362	568	54
DELTA AIRLINES	CDRL	14	1		2	12	44	1,119	559	14
EAST MIDLANDS INTERNATIONAL	CDRL	2					2			
EASYJET UK LTD	CDRL	1,442	102		537	1,042	140	281,062	523	34
EGYPT AIR	CDRL	5	7		2	1	156	1,203	601	67
FLYBE LTD	CDRL	102	26		46	120	68	16,914	368	28
GARUDA INDONESIA	CDRL	1	1		4	3	316	3,360	840	57
NORWEGIAN AIR UK LTD	CDRL	358	51		289	216	311	215,827	747	57
OMAN AIR	CDRL	31	3		6	10	277	4,876	813	38
ROYAL BRUNEI AIRLINES	CDRL	2				2	59			
SOUTH AFRICAN AIRWAYS	CDRL		1				28			
THY TURKISH AIRLINES	CDRL	56	14		27	51	158	21,290	789	35
TUI AIRWAYS LTD	CDRL	607	15		136	478	299	144,158	1,060	22
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	75	12		23	44	58	18,842	819	34
WIZZ AIR	CDRL	477	42		262	262	221	118,595	453	50
BRITISH AIRWAYS PLC	CEDR	716	85	24	668	354	70	463,045	702	65
HEATHROW	CEDR		1	3	1	2	0	200	200	33
MANCHESTER	CEDR			2	1	2	0	-	-	33
STANSTED	CEDR			2			0			
AEGEAN AIRLINES	PACT	1					8			
AER LINGUS	PACT	14		1	11	2	14			85
AEROFLOT	PACT		1		2		10			100
AIR ARABIA MAROC	PACT	2			5		103			100
AIR BALTIC	PACT	2					47			
AIR EUROPA	PACT	5			12	3	88			80
AIR INDIA	PACT	20	2	1	7	6	104			54
AIR MALTA	PACT	2			2		23			100

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AIR MOLDOVA INTERNATIONAL	PACT	1					61		
AIR NEW ZEALAND LTD	PACT				1				100
AIR NOSTRUM	PACT	1					2,545		
AIR TRANSAT	PACT	1				1	13		
ALITALIA (CAI)	PACT	12	3		3	1	91		75
AMERICAN AIRLINES	PACT	5	1	1	2	3	8		40
ATLASGLOBAL	PACT					1			
AURIGNY AIR SERVICES	PACT	2					16		
AVIANCA COLOMBIA	PACT	2					49		
AZERBAIJAN AIRLINES (AZAL)	PACT	1					119		
BELAVIA (BELARUSSIAN AIRLINES)	PACT	1					120		
BH AIR	PACT	4			1		22,857		100
BLUE AIR	PACT	4			7		32		100
BLUE ISLANDS LIMITED	PACT	2					56		
BMI REGIONAL	PACT	1							
BRITISH AIRWAYS PLC	PACT			1			0		
BRUSSELS AIRLINES	PACT				1				100
CATHAY PACIFIC AIRWAYS	PACT				1				100
CHINA EASTERN AIRLINES	PACT				2				100
CHINA SOUTHERN	PACT					1			
COPA AIRLINES	PACT		1						
EASTERN AIRWAYS	PACT	1				1	33		
EASYJET UK LTD	PACT			1			0		
EMIRATES	PACT	32	3	1		1	24		
ENTER AIR	PACT	9	1	1		2	35		
ETHIOPIAN AIRLINES	PACT	2	2				54		
ETIHAD AIRWAYS	PACT	1	1		5	2	6		71
EVA AIR	PACT	1			1	2	19		33
EVELOP	PACT	1					579		
FINNAIR	PACT	3				2	13		
FLYBE LTD	PACT			1			1		
FREEBIRD AIRLINES	PACT	1			1	3	227		25
GEORGIAN AIRWAYS	PACT	1					283		
HAINAN AIRLINES	PACT	1					43		
HI FLY	PACT	1					690		
IBERIA	PACT	60	6		52	4	290		93
ICELANDAIR	PACT	2			1		14		100

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JET2.COM LTD	PACT	27		1	1	19	10			5
KENYA AIRWAYS	PACT	1	1				52			
KOREAN AIR	PACT	1			1		20			100
KUWAIT AIRWAYS	PACT	1					12			
LATAM AIRLINES BRASIL	PACT	1			2		16			100
LEVEL EUROPE	PACT				2					100
LOGANAIR LTD	PACT	9					34			
LOT-POLISH AIRLINES	PACT	5				5	40			
LUFTHANSA	PACT	2			3	1	2			75
LUXAIR	PACT	3					71			
MALAYSIAN AIRLINES SYSTEM-MAS	PACT		1		3	2	12			60
NEOS SPA	PACT	1			1					100
NORWEGIAN AIR SHUTTLE	PACT				1					100
PAKISTAN INTL AIRLINES	PACT	12			2	1	70			67
PEGASUS AIRLINES	PACT	2	2		2	2	22			50
PHILIPPINE AIRLINES	PACT	1					40			
QANTAS	PACT	3					26			
QATAR AIRWAYS	PACT	28	2	1	11	8	53			58
ROYAL AIR MAROC	PACT	1					20			
ROYAL BRUNEI AIRLINES	PACT	1					29			
ROYAL JORDANIAN	PACT					1				
RYANAIR	PACT	234	8	2	71	130	23			35
SAS	PACT				3					100
SAUDI ARABIAN AIRLINES	PACT	3			1		28			100
SHENZHEN AIRLINES	PACT		1				61			
SINGAPORE AIRLINES	PACT	3				2	12			
SPICEJET	PACT		1							
STOBART AIR	PACT	4			1	1	39			50
THAI AIRWAYS INTERNATIONAL	PACT	15			6	2	113			75
TITAN AIRWAYS LTD	PACT	2					39			
TUNISAIR	PACT	1				1	51			
UKRAINE INTERNATIONAL AIRLINES	PACT	2			1		41			100
UNITED AIRLINES	PACT	12			11	5	21			69
VIRGIN ATLANTIC AIRWAYS LTD	PACT		1				1			
VOLOTEA	PACT				1					100
VUELING AIRLINES	PACT	57	7		55	10	125			85
WEST JET AIRLINES	PACT	6				1	59			

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WIDEROE FLYVESELSKAP A/S	PACT	2					63			
Grand Total	CDRL	3,552	338	1	1,509	2,411	165	930,769	617	38
Grand Total	CEDR	716	85	24	668	354	70	463,045	702	65
Grand Total	PACT	639	45	12	296	226	-	-	-	57