

Quarterly complaints data for Q2 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 CANADA	CDRL	61	1		3	8	215	1,069	356	27
AIR CHINA	CDRL	19	2			10	284			
AIR FRANCE / KLM	CDRL	634	9		85	195	525	51,378	604	30
AIR MAURITIUS LTD	CDRL	13				1	790			
AIR PORTUGAL	CDRL	224	8		43	79	1,239	30,230	703	35
ASIANA AIRLINES	CDRL	1					40			
CITY JET	CDRL	2					13,158			
DELTA AIRLINES	CDRL	30			1	8	146	508	508	11
EASYJET UK LTD	CDRL	3,835	15		370	597	486	169,081	457	38
EGYPT AIR	CDRL	9			2	10	145	938	469	17
GARUDA INDONESIA	CDRL	5			1		1,203	480	480	100
NORWEGIAN AIR UK LTD	CDRL	90			175	257	103	118,267	676	41
OMAN AIR	CDRL	81	2		3	12	811	3,592	1,197	20
ROYAL BRUNEI AIRLINES	CDRL	2				2	76			
SOUTH AFRICAN AIRWAYS	CDRL	8				5	291			
THY TURKISH AIRLINES	CDRL	178	7		28	52	611	16,870	625	35
TUI AIRWAYS LTD	CDRL	2,130	4		89	274	1,639	81,255	913	25
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	270	6		27	97	257	23,207	860	22
WIZZ AIR	CDRL	873	19		192	242	501	98,735	514	44
BRITISH AIRWAYS PLC	CEDR	488	18	17	276	211	60	203,482	737	57
HEATHROW	CEDR	1				1	0			
AEGEAN AIRLINES	PACT	7				2	86			
AER LINGUS	PACT	12			20	7	16			74
AEROFLOT	PACT	3			1		34			100
AIR ARABIA MAROC	PACT	4			1	1	302			50
AIR CORSICA	PACT				1	1				50
AIR EUROPA	PACT	10					215			
AIR INDIA	PACT	19			22	6	87			79
AIR MALTA	PACT	1					18			

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AIR SERBIA	PACT				1				100
AIR TRANSAT	PACT	70			7		1,459		100
ALBA STAR	PACT					1			
ALITALIA (CAI)	PACT	5			15	1	43		94
AMERICAN AIRLINES	PACT	2			6	8	4		43
AURIGNY AIR SERVICES	PACT	4					45		
AUSTRIAN AIRLINES	PACT					2			
AVIANCA COLOMBIA	PACT	2					58		
BLUE AIR	PACT	2			3		23		100
BLUE ISLANDS LIMITED	PACT	2			1	1	72		50
BRITISH AIRWAYS PLC	PACT	2		1			0		
BRUSSELS AIRLINES	PACT				3	1			75
CATHAY PACIFIC AIRWAYS	PACT	1		1		2	10		
CHINA EASTERN AIRLINES	PACT	1					26		
CHINA SOUTHERN	PACT	1			2		36		100
EASTERN AIRWAYS	PACT	1				1	40		
EMIRATES	PACT	25			2	2	20		50
ENTER AIR	PACT	4			7	1	15		88
ETHIOPIAN AIRLINES	PACT	7					103		
ETIHAD AIRWAYS	PACT	15	1		5	1	52		83
EUROWINGS LUFTVERKEHRS	PACT	1					4		
EVA AIR	PACT	1			11		24		100
FINNAIR	PACT	4			2		24		100
FLYBOSNIA	PACT	1					912		
FREEBIRD AIRLINES	PACT	1					324		
GEORGIAN AIRWAYS	PACT	1					1,339		
GULF AIR	PACT	2					28		
HAINAN AIRLINES	PACT	1					102		
HELVETIC AIRWAYS	PACT				1				100
IBERIA	PACT	49	2		123	5	288		96
IBERIA EXPRESS	PACT				2				100
ICELANDAIR	PACT	3			5		29		100
JET2.COM LTD	PACT	13			5	8	8		38
KENYA AIRWAYS	PACT	3			1		90		100

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KUWAIT AIRWAYS	PACT	1			1		16			100
LEVEL EUROPE	PACT				2					100
LOGANAIR LTD	PACT	18	1		7	8	102			47
LOT-POLISH AIRLINES	PACT	2			1	12	20			8
LUFTHANSA	PACT	1			2	3	2			40
LUFTHANSA CITYLINE	PACT				1					100
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	7	1		3		116			100
NORWEGIAN AIR SHUTTLE	PACT	20			1					100
PAKISTAN INTL AIRLINES	PACT	2			2	1	13			67
PEGASUS AIRLINES	PACT	6			1		43			100
QANTAS	PACT	2			4		19			100
QATAR AIRWAYS	PACT	14			27	3	26			90
ROYAL AIR MAROC	PACT	3			1		75			100
ROYAL JORDANIAN	PACT	2					71			
RYANAIR	PACT	304			92	130	41			41
SAS	PACT				3					100
SATA AIR ACORES	PACT				2					100
SAUDI ARABIAN AIRLINES	PACT	2					22			
SINGAPORE AIRLINES	PACT	1			6	1	5			86
SRILANKAN AIRLINES	PACT	2			2		33			100
STOBART AIR	PACT				1					100
SUN AIR OF SCANDINAVIA	PACT				1					100
THAI AIRWAYS INTERNATIONAL	PACT	2			21		16			100
THY TURKISH AIRLINES	PACT			1			3			
TITAN AIRWAYS LTD	PACT					1				
TUNISAIR	PACT	1			1		72			100
UKRAINE INTERNATIONAL AIRLINES	PACT	4					133			
UNITED AIRLINES	PACT	8			15	5	21			75
VIETNAM AIRLINES	PACT	1								
VUELING AIRLINES	PACT	44			138	9	126			94
WEST JET AIRLINES	PACT	13			3	2	181			60
WIDEROE FLYVESELSKAP A/S	PACT	1					43			

Grand Total	CDRL	8,465	73	-	1,019	1,849	551	595,610	585	36
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Grand Total	CEDR	488	18	17	276	211	60	203,482	737	57
Grand Total	PACT	741	5	3	585	226	-	-	-	72