

Airline / Airport Name	ADR entityname/PACT	Complaintsreceived Reg261	Complaintsreceived'others'	Complaintsreceived Reg1107	Remedyawarded(complaintsdecided in qtr)	No remedyawarded	Complaints permillion pax	Totalawarded	Averageaward	Uphold rateforconsumers
BRITISH AIRWAYS PLC	CDR	644	17	4	112	194	3,714	113,019	1,009	37%
HEATHROW	CDR				1			1,160	1,160	100%
AIR CANADA	CDRL	18			9	3	835	4,087	454	75%
AIR CHINA	CDRL	2				26	345			
AIR FRANCE / KLM	CDRL	133	5		196	128	1,710	120,203	613	60%
AIR MAURITIUS LTD	CDRL	2				6	2,281			
AIR PORTUGAL	CDRL	149	2		67	86	54,414	44,407	663	44%
ASIANA AIRLINES	CDRL					1				
CITY JET	CDRL					1				
DELTA AIRLINES	CDRL	4			1	36	1,132	350	350	3%
EASJET UK LTD	CDRL	5,152	6		490	326	277,357	265,051	541	60%
EGYPT AIR	CDRL	4				3	2,743			
EMIRATES	CDRL					1				
FLYBE LTD	CDRL				1			250	250	100%
GARUDA INDONESIA	CDRL				1	1		1,050	1,050	50%
NORWEGIAN AIR UK LTD	CDRL				95	53		59,648	628	64%
OMAN AIR	CDRL	38			2	2	23,428	850	425	50%
ROYAL BRUNEI AIRLINES	CDRL	1				2	4,854			
SOUTH AFRICAN AIRWAYS	CDRL	6				5	5,535			
THY TURKISH AIRLINES	CDRL	56	2		53	64	3,730	37,890	715	45%
TUI AIRWAYS LTD	CDRL	109			70	402	50,300	65,952	942	15%
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	180			60	58	22,288	90,051	1,501	51%
WIZZ AIR	CDRL	248	8		212	185	2,001	109,854	518	53%
AEGEAN AIRLINES	PACT	3			2		360			100%
AER LINGUS	PACT	10			10	29	230			26%
AEROFLOT	PACT	18			13		7,601			100%
AEROMEXICO	PACT	7			17		38,889			100%
AIR ARABIA MAROC	PACT	5			4	2				67%
AIR BALTIC	PACT				3					100%
AIR EUROPA	PACT	4			3		7,207			100%
AIR INDIA	PACT	26			17	3	1,072			85%
AIR MALTA	PACT	6			3		2,978			100%
AIR MAURITIUS LTD	PACT				1					100%
AIR MOLDOVA INTERNATIONAL	PACT	1			3		243			100%
AIR NOSTRUM	PACT				1					100%
AIR SERBIA	PACT				1					100%
AIR TRANSAT	PACT	43			19					100%
ALITALIA (CAI)	PACT	5	1		17	1	187			94%
AMERICAN AIRLINES	PACT	1			4	3	38			57%
ARKIA	PACT				1					100%
ATLASGLOBAL	PACT				1					100%
AURIGNY AIR SERVICES	PACT					2				
AUSTRIAN AIRLINES	PACT				1	1				50%
AVIANCA COLOMBIA	PACT	4			12		4,745			100%
BELAVIA (BELARUSSIAN AIRLINES)	PACT				1					100%
BH AIR	PACT	1			14					100%
BIMAN BANGLADESH AIRLINES	PACT	1			6		1,111			100%
BLUE AIR	PACT	6			5		4,494			100%
BLUE ISLANDS LIMITED	PACT				1					100%
BRITISH AIRWAYS PLC	PACT					1				
CATHAY PACIFIC AIRWAYS	PACT	3			8		410			100%
CHINA EASTERN AIRLINES	PACT				2					100%
CHINA SOUTHERN	PACT				1					100%
CONDOR	PACT	1								
CROATIA AIRLINES	PACT				2					100%
EASTERN AIRWAYS	PACT	1					102			
EL AL	PACT	1					454			
EMIRATES	PACT	13	2	2	21	5	1,171			81%
ENTER AIR	PACT	3					32			
ERNEST	PACT				2					100%
ETHIOPIAN AIRLINES	PACT	3	5		7		1,253			100%
ETIHAD AIRWAYS	PACT	2	2		7	2	1,162			78%
EUROWINGS LUFTVERKEHRS	PACT	1			1		56			100%
EVA AIR	PACT					1				
FINNAIR	PACT	2			3	2	114			60%
FLYBOSNIA	PACT				1					100%
FREEBIRD AIRLINES	PACT	1			2					100%
GEORGIAN AIRWAYS	PACT	1			4		2,571			100%
GULF AIR	PACT	2			7	1	315			88%
IBERIA	PACT	25			52	14	1,470			79%
ICELANDAIR	PACT	8			3		2,800			100%
ISLES OF SCILLY SKYBUS	PACT				1					100%
JETZ.COM LTD	PACT	10	2	1	24	26	10,518			48%
KENYA AIRWAYS	PACT	1			2		738			100%
KOREAN AIR	PACT	1					148			

LATAM AIRLINES BRASIL	PACT	2					452			
LOGANAIR LTD	PACT	8	2		10	1	663			91%
LOT-POLISH AIRLINES	PACT	7			3	3	1,433			50%
LUFTHANSA	PACT				1	2				33%
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	4			8		688			100%
MED-VIEW AIRLINE	PACT				1					100%
MONTENEGRO AIRLINES	PACT				3					100%
NEOS SPA	PACT				4					100%
NORWEGIAN AIR SHUTTLE	PACT	46			22					100%
OLYMPIC AIRWAYS	PACT		1							
PAKISTAN INTL AIRLINES	PACT	4			3	1	90			75%
PEGASUS AIRLINES	PACT	3			2	3	920			40%
PHILIPPINE AIRLINES	PACT	3			1		1,362			100%
QANTAS	PACT	2			2		1,133			100%
QATAR AIRWAYS	PACT	9			29	9	137			76%
ROYAL AIR MAROC	PACT	5	2		23		47,619			100%
ROYAL BRUNEI AIRLINES	PACT				2					100%
ROYAL JORDANIAN	PACT	2	1		1		2,791			100%
RIWANDAIR	PACT	1			1		2,012			100%
RYANAIR	PACT	223	10	1	252	127	2,151			66%
SAUDI ARABIAN AIRLINES	PACT				3					100%
SHENZHEN AIRLINES	PACT		1							
SINGAPORE AIRLINES	PACT	1			3	2	364			60%
SRI LANKAN AIRLINES	PACT	2			1		414			100%
STOBART AIR	PACT				1	4				20%
SWISS AIRLINES	PACT				1					100%
THAI AIRWAYS INTERNATIONAL	PACT	7	1		7	1	31,746			88%
THY TURKISH AIRLINES	PACT		1		1		64			100%
TITAN AIRWAYS LTD	PACT				1					100%
TRANSAVIA	PACT				1					100%
TUNISAIR	PACT				3					100%
TURKMENISTAN AIRLINES	PACT	1								
UKRAINE INTERNATIONAL AIRLINES	PACT	7			5		4,169			100%
UNITED AIRLINES	PACT	4			11	5	303			69%
UZBEKISTAN AIRLINES	PACT	1			1		2,639			100%
VIETNAM AIRLINES	PACT				2					100%
VOLOTEA	PACT				1					100%
VUELING AIRLINES	PACT	36			50	8	14,218			86%
WESTJET AIRLINES	PACT	2			6	2				75%
WIDERÖE FLYVESELSKAP A/S	PACT				3					100%
Grand Total	CDRL	6,102	23	-	1,257	1,389	19,977	799,643	636	48%
Grand Total	CDER	644	17	4	113	194	249	114,179	1,010	37%
Grand Total	PACT	600	31	4	779	261	-	-	-	75%