

Quarterly complaints data for Q3 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	644	17	4	112	194	3,714	113,019	1,009	37%
HEATHROW	CEDR				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%
EASYJET 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%

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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%

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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%
JET2.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%
RWANDAIR	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						

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SINGAPORE AIRLINES	PACT	1			3	2	364			60%
SRILANKAN 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%
WEST JET AIRLINES	PACT	2			6	2				75%
WIDEROE FLYVESELSKAP A/S	PACT				3					100%
<b>Grand Total</b>	<b>CDRL</b>	<b>6,102</b>	<b>23</b>	<b>-</b>	<b>1,257</b>	<b>1,389</b>	<b>19,977</b>	<b>799,644</b>	<b>636</b>	<b>48%</b>
<b>Grand Total</b>	<b>CEDR</b>	<b>644</b>	<b>17</b>	<b>4</b>	<b>113</b>	<b>194</b>	<b>249</b>	<b>114,179</b>	<b>1,010</b>	<b>37%</b>
<b>Grand Total</b>	<b>PACT</b>	<b>600</b>	<b>31</b>	<b>4</b>	<b>786</b>	<b>261</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>75%</b>