

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	
ANA AIRWAYS	COBL	8				11	429	2,765	£ 741	77%	
AIR FRANCE / KLM	COBL	56	10			110	1,100	2,600	£ 457	100%	
AIR PORTUGAL	COBL	66	2			93	1,548	1,548	£ 625	100%	
DELTA AIRLINES	COBL	7				12	86				
EASVJET UK LTD	COBL	140	1			141	549	411	£ 65,898	467	20%
EGYPT AIR	COBL	2				5	117				
EGYPTAIR	COBL	2	1			5	117				
OMAN AIR	COBL	13				13	43,333	1,020	£ 510	100%	
ETIHAD	COBL	143	8			26	431	430	£ 8,871	313	39%
SOUTH AFRICAN AIRWAYS	COBL	1				1	1,038	1,038	£ 1,038	25%	
THY TURKISH AIRLINES	COBL	30	1			15	46	357	£ 11,675	778	25%
TUI AIRWAYS LTD	COBL	40	1			9	62	677	£ 23,538	4,508	18%
VIRGIN ATLANTIC AIRWAYS LTD	COBL	61				30	100	518	£ 43,168	1,439	23%
WIZZ AIR	COBL	258	5			59	258	843	£ 19,858	575	22%
BRITISH AIRWAYS	COBL	340				190	175	363	£ 148,533	778	52%
ARABIAN AIRLINES	FACT	2				2				100%	
AER LINGUS	FACT	3	2			4		86		50%	
AEROFLOT	FACT	1				2	10	56		17%	
AEROMEXICO	FACT	5	2			5	4			100%	
AIR ALGERIE	FACT	1	1			2				100%	
AIR ALGERIA MAROC	FACT	1				1		3,120		100%	
AIR EUROPA	FACT	4	1			5		323		100%	
AIR INDIA	FACT	8	7			4	7	358		36%	
AIR MEXICO INTERNATIONAL	FACT	1				1				100%	
AIR TRANSAT	FACT	1				1		27		57%	
AUTALIA K'ALI	FACT	1				1	2	27		33%	
AMERICAN AIRLINES	FACT	1	1			1	3	25		100%	
ARIK AIR	FACT	1				1				100%	
ARNAK	FACT	1				1				100%	
ATLASGLOBAL	FACT	1				1				100%	
AVIANCA COLOMBIA	FACT	2	1			4				100%	
AZERBAIJAN AIRLINES (AZAL)	FACT	3	3			5	7,547			100%	
BLUE AIR	FACT	7	6			2	2	355		50%	
CATALAN AIRWAYS	FACT	2				2		141		100%	
CHINA AIRLINES	FACT	1				1				100%	
CHINA EASTERN AIRLINES	FACT	6				1		258		13%	
EL AL	FACT	5	3			1	2	341		100%	
EMIRATES	FACT	1				1		8		100%	
ENTER AIR	FACT	1				1	2	230		13%	
ETHIOPIAN AIRLINES	FACT	1	1			1	7	233		100%	
ETIHAD AIRWAYS	FACT	1	1			1	21	66		100%	
EVANGEL	FACT	1				1				100%	
FEYRNONIA	FACT	1				1				100%	
FLYONE	FACT	1	1			2	3	92		40%	
GALE AIR	FACT	1	1			2	3	206		70%	
IBERIA	FACT	9	3			3		1,465		100%	
ICELANDAIR	FACT	1				1		3,401		100%	
IRIS AIR	FACT	1				1				100%	
JAZEERA AIRWAYS	FACT	1	1			1				100%	
JEYRETA AIRWAYS	FACT	8	3			3	5	535		38%	
KITCO LTD	FACT	1				1				100%	
KENYA AIRWAYS	FACT	1				1				100%	
LATAM AIRLINES BRAZIL	FACT	4				1	1	29		50%	
LOGAN AIR LTD	FACT	4				3	2	29		39%	
LOT POLISH AIRLINES	FACT	1				1				100%	
LUKAS	FACT	1	1			1		257		100%	
MALAYSIAN AIRLINES SYSTEM MAS	FACT	1				1				100%	
MED-VIEW AIRLINE	FACT	1				1				100%	
MIDDLE EAST AIRLINES (AIR LIBAN S.A.L)	FACT	2				2				100%	
NORWEGIAN AIR SHUTTLE	FACT	2	1			65		37,897		100%	
NOUVEL AIR TUNISIE	FACT	2	2			2	2			50%	
PARSISAN INT AIRLINES	FACT	4				4		175		100%	
PERASIA AIRLINES	FACT	1				1				100%	
PHILIPPINE AIRLINES	FACT	1				1				100%	
PULLMANTOUR AIR	FACT	1				1				100%	
QANTAS	FACT	1	1			1		2,186		100%	
QATAR AIRWAYS	FACT	6	6		1	4	10	497		29%	
ROYAL AIR MAROC	FACT	14	6			13		6,099		100%	
ROYAL JORDANIAN	FACT	1	1			1		151		100%	
QATAR	FACT	1				1		51		100%	
SAUDI ARABIAN AIRLINES	FACT	1				1		54		100%	
SARAWAK AIRLINES	FACT	1				1				100%	
SINGAPORE AIRLINES	FACT	1				1		741		100%	
STOBART AIR	FACT	7	4			7		2,332		100%	
TUAI AIRWAYS INTERNATIONAL	FACT	2				2		1,726		100%	
TUNISAIR	FACT	1				1		65		100%	
TURKISH AIRLINES	FACT	15	10			7	3	202		70%	
WESTJET AIRLINES	FACT	2				4		1,996		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
COBL	TOTAL	1,200	29		312	1,228	475	£ 185,402	£ 584	20%
COBL	TOTAL	140	13	7	189	175	363	£ 148,733	£ 775	52%
FACT	TOTAL	151	24	1	151	244	233	£	£	39%