

ADR entity name/ PACT	Complaints Received in Period							Complaints Resolved in Period							Ongoing cases				
	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation	Total cases opened	Complaints per million pax	Total cases opened & rejected	Remedy awarded - Settled by Airline	No remedy awarded - Adjudicated in favour of passenger	No remedy awarded - Adjudicated in favour of airline/airport	Total cases adjudicated	Uphold rate for consumers	Total awarded	Average award	Cases rejected or discontinued	Total cases closed	Open cases at the END of Period	Open cases at START of Period	Overdue payments at the end of the Period
AIR ASTANA	CDRL	4	0	0	0	5	768	1	0	0	0	0	0	0	4	4	8	6	
AIR BALTIC	CDRL	23	0	0	0	23	519	5	9	0	2	11	82%	£4,704	£523	8	19	28	19
AIR CANADA	CDRL	23	2	0	0	28	65	21	3	3	9	15	40%	£3,806	£634	36	51	232	234
AIR FRANCE / KLM	CDRL	403	39	0	19	461	294	117	17	24	46	87	47%	£20,397	£497	217	304	1817	1543
AIR PORTUGAL	CDRL	39	0	0	0	41	162	11	6	3	6	15	60%	£5,106	£567	19	34	349	331
ASIANA AIRLINES	CDRL	0	0	0	0	0	0	0	0	1	0	1	100%	£374	£374	1	2	1	2
DELTA AIRLINES	CDRL	20	2	0	0	25	55	16	3	0	5	8	38%	£3,777	£1,259	21	29	101	89
EAST MIDLANDS INTERNATIONAL	CDRL	-	-	-	-	0	0	0	-	-	-	0	-	-	0	0	1	1	1
EASYJET	CDRL	1703	13	0	20	1736	152	79	56	72	385	513	25%	£67,102	£524	517	1030	7724	6939
EGYPTAIR	CDRL	26	6	0	0	41	282	9	0	3	5	8	38%	£1,545	£515	35	43	86	79
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	0	0
LONDON CITY	CDRL	2	2	0	0	7	0	1	0	0	0	0	0%	£0	£0	1	1	7	0
OMAN AIR	CDRL	-	-	-	-	0	0	0	-	-	-	0	-	-	0	0	0	0	0
ROYAL BRUNEI AIRLINES	CDRL	0	0	0	0	2	0	1	0	1	0	1	100%	£757	£757	5	6	6	9
RYANAIR	CDRL	2835	64	0	24	2923	233	197	110	299	222	631	65%	£223,771	£547	386	1019	12102	10001
SOUTH AFRICAN AIRWAYS	CDRL	-	-	-	-	0	0	0	-	-	-	0	-	-	0	0	1	1	1
THY TURKISH AIRLINES	CDRL	179	10	0	25	214	384	108	17	13	21	51	59%	£23,805	£794	227	278	610	566
TUI AIRWAYS LTD	CDRL	485	4	0	8	497	241	17	17	44	233	294	21%	£49,840	£817	76	369	2510	2371
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	165	7	0	2	174	124	11	8	5	22	35	37%	£7,106	£547	31	66	452	326
VISTARA	CDRL	6	0	0	0	6	303	0	0	0	0	0	0%	£0	£0	1	1	6	1
WIZZ AIR	CDRL	2852	56	0	119	3027	1046	857	326	481	379	1188	68%	£474,630	£588	1200	2386	13015	11517
BRISTOL	CDRL	1	0	0	0	1	0	14	0	1	1	2	50%	£150	£150	14	16	2	2
BRITISH AIRWAYS PLC	CDRL	2444	292	23	184	2943	243	480	2368	213	436	3019	85%	£2,521,355	£977	829	3848	2514	2839
CATHAY PACIFIC AIRWAYS	CDRL	3	0	0	0	4	11	1	1	1	0	2	100%	£520	£260	1	3	3	1
GATWICK	CDRL	0	0	0	0	0	0	19	0	0	0	0	0%	£200	£200	2	2	0	0
HEATHROW	CDRL	1	1	0	0	4	0	41	0	0	0	0	0%	£0	£0	42	42	4	1
MANCHESTER	CDRL	0	1	0	0	7	0	6	0	0	0	0	0%	£0	£0	6	6	0	0
SAS	CDRL	10	0	0	0	10	23	3	1	5	3	9	67%	£1,162	£194	5	12	7	6
STANSTED	CDRL	1	0	0	0	1	0	4	1	1	0	2	100%	£100	£50	4	6	1	2
Total	CDRL	8,765	205	-	240	9,210	-	1453	572	949	1,335	2,856	53%	£886,720	£583	2787	5643	39062	34041
Total	CDRL	2,460	294	23	188	2,965	-	568	2,371	222	442	3,035	85%	£2,523,487	£973	919	3954	2532	2953
AEGEAN AIRLINES	PACT	8	0	0	0	8	58	0	0	12	5	17	71%	£0	£0	1	18	13	23
AER LINGUS	PACT	48	6	0	0	54	50	8	39	7	46	85%	£0	£0	8	54	81	73	
AERITALIA	PACT	-	-	-	-	0	0	0	-	-	-	0	-	-	0	0	1	1	
AEROMEXICO	PACT	3	0	0	0	3	68	0	0	0	0	0	0%	£0	£0	0	3	0	0
AIR ARABIA MAROC	PACT	1	0	0	0	1	107	1	0	2	2	0	0%	£0	£0	0	3	2	3
AIR CHINA	PACT	5	0	0	0	5	32	0	0	2	2	0	0%	£0	£0	2	6	0	3
AIR DOLOMITI	PACT	0	0	0	0	0	0	0	0	1	0	1	100%	£0	£0	0	1	0	0
AIR EUROPA	PACT	0	0	0	0	0	122	0	0	0	0	0	0%	£0	£0	0	0	0	0
AIR FRANCE / KLM	PACT	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	0	1
AIR INDIA	PACT	32	4	1	0	37	96	7	12	17	29	7	41%	£0	£0	1	36	59	52
AIR MAURITIUS LTD	PACT	12	0	0	0	12	252	2	13	1	14	93%	£0	£0	3	17	11	14	
AIR PEACE	PACT	2	0	0	0	2	52	0	0	0	0	0	0%	£0	£0	0	0	3	2
AIR SERBIA	PACT	-	-	-	-	0	0	0	-	-	-	0	-	-	0	0	2	2	
AIR TRANSAT	PACT	1	0	0	0	1	13	0	1	2	3	33%	£0	£0	0	3	3	5	
AJET	PACT	3	0	0	0	3	40	1	0	10	10	0	0%	£0	£0	3	13	7	15
ALBA STAR	PACT	1	0	0	0	1	484	1	2	4	6	33%	£0	£0	1	7	6	11	
ALL NIPPON AIRWAYS	PACT	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	0	0
AMERICAN AIRLINES	PACT	11	0	0	0	11	12	6	23	8	31	74%	£0	£0	8	39	29	50	
ARKIA	PACT	4	0	0	0	4	697	0	0	1	1	0	0%	£0	£0	2	3	1	1
ATLANTIC AIRWAYS	PACT	0	0	0	0	0	0	0	0	3	3	0	0%	£0	£0	0	3	0	3
AURIGNY AIR SERVICES	PACT	4	0	0	0	4	31	0	2	4	6	33%	£0	£0	6	16	0	6	
AUSTRIAN AIRLINES	PACT	-	-	-	-	0	0	0	-	-	-	0	-	-	0	0	1	1	
AVIANCA COLOMBIA	PACT	0	0	0	0	0	0	0	0	1	1	0	0%	£0	£0	2	3	1	4
AZERBAIJAN AIRLINES (AZAL)	PACT	2	0	0	0	2	84	0	1	1	2	50%	£0	£0	0	2	4	4	
BAMBOO AIRWAYS	PACT	1	0	0	0	1	0	0	0	0	0	0	0%	£0	£0	0	0	1	0
BEES AIRLINES	PACT	0	0	0	0	0	0	1	0	0	0	0	0%	£0	£0	1	1	0	0
BH AIR	PACT	0	0	0	0	0	0	0	1	0	1	100%	£0	£0	0	1	0	1	
BIMAN BANGLADESH AIRLINES	PACT	1	0	0	0	1	24	0	0	0	0	0	0%	£0	£0	1	1	1	1
BLUE AIR	PACT	0	0	0	0	0	0	0	0	1	1	0	0%	£0	£0	0	1	0	1
BLUE ISLANDS LIMITED	PACT	2	0	0	0	2	29	0	2	0	2	100%	£0	£0	1	3	4	4	
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	0	2	0	0	0	0	0%	£0	£0	3	3	0	1
BRUSSELS AIRLINES	PACT	0	0	0	0	0	0	0	1	0	1	100%	£0	£0	0	1	0	1	
BULGARIA AIR	PACT	1	0	0	0	1	135	0	0	0	0	0	0%	£0	£0	0	1	0	1
CEBU PACIFIC	PACT	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	1	1	0	0
CHINA EASTERN AIRLINES	PACT	3	0	0	0	3	27	2	0	0	2	0	0%	£0	£0	2	4	4	4
CHINA SOUTHERN	PACT	4	0	0	0	4	37	0	0	2	2	0	0%	£0	£0	3	6	3	4
CORENDON AIRLINES	PACT	5	0	0	0	5	149	0	8	1	9	89%	£0	£0	1	10	5	10	
CROATIA AIRLINES	PACT	0	0	0	0	0	0	0	1	0	1	100%	£0	£0	0	1	0	1	
DAN AIR	PACT	9	0	0	0	9	967	0	0	7	7	0	0%	£0	£0	0	7	10	8
EASTERN AIRWAYS	PACT	8	0	0	0	8	295	0	15	0	15	100%	£0	£0	1	16	10	18	
EDELWEISS AIR	PACT	1	0	0	0	1	61	0	0	0	0	0	0%	£0	£0	0	0	2	1
EL AL	PACT	1	0	0	0	1													