

ADR entry name/ PACT	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases		
	Complaints received Reg 201	Complaints received others	Complaints received Reg 201	Complaints received awaiting categorisation	Total cases opened	Complaints per million passengers	Total cases opened & rejected	Remedy awarded - Settled by airline	Remedy awarded - Adjudicated in favour of passenger	No remedy awarded - Adjudicated in favour of airline/airport	Total cases judicated	Settled by consumers	Total awarded	Average award	Cases rejected or discontinued	Total cases closed	Open cases at the END OF Period	Open cases at the START OF Period	Overdue payments at the end of the Period				
																				Complaints received Reg 201	Complaints received others	Complaints received Reg 201	Complaints received awaiting categorisation
AIR ASTANA	CDRL	4	0	0	0	1	5	768	1	0	0	0	0	0	0	4	0	0	6				
AIR BALTIC	CDRL	23	0	0	0	0	23	119	5	10	0	0	0	0	0	20	20	15	15				
AIR CANADA	CDRL	23	2	0	0	3	26	105	21	6	3	9	18	50%	\$4,795	\$480	6	54	137				
AIR CHINA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10				
AIR FRANCE / KLM	CDRL	403	39	0	19	461	284	117	54	24	46	124	63%	\$38,484	\$493	216	340	1,254					
AIR INDIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	17				
AIR MAURITIUS LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AIR PORTUGAL	CDRL	39	0	0	0	2	41	182	11	11	3	6	24	70%	\$9,742	\$96	19	39	277				
ASIANA AIRLINES	CDRL	0	0	0	0	0	0	0	0	1	0	1	100%	\$374	\$374	0	2	2					
DELTA AIRLINES	CDRL	20	2	0	3	25	55	16	4	0	5	9	44%	\$4,297	\$1,074	21	30	66					
EAST MIDLANDS INTERNATIONAL	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1				
EASYTEC	CDRL	1,703	13	0	20	1,736	182	79	179	72	384	63%	\$136,762	\$545	515	1,150	5,842						
EGYPTAIR	CDRL	26	6	0	9	41	282	9	0	3	5	8	38%	\$1,545	\$515	3	43	81					
EMIRATES	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
FLYBE LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
LONDON CITY	CDRL	2	2	0	3	7	5	1	0	0	0	0	0	0	0	0	0	0					
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
OKMAY AIR	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
ROYAL BRUNEL AIRLINES	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
RYANAIR	CDRL	2,835	64	0	24	2,923	233	197	221	299	211	741	70%	\$282,221	\$543	406	1,146	7,277					
SOUTH AFRICAN AIRWAYS	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
THY TURKISH AIRLINES	CDRL	179	10	0	24	214	384	104	45	13	21	74	73%	\$47,767	\$243	227	366	3,391					
TUI AIRWAYS LTD	CDRL	485	4	0	8	497	241	111	26	44	233	303	23%	\$58,280	\$833	70	376	1,704					
VERGIN ATLANTIC AIRWAYS LTD	CDRL	165	7	0	2	174	124	17	18	5	22	43	49%	\$17,783	\$847	31	74	413					
VISTARA	CDRL	6	0	0	0	6	303	0	0	0	0	0	0	0	0	0	0	0					
WIZZ AIR	CDRL	2,852	56	0	18	3,027	1,049	85	665	481	374	1,524	73%	\$712,278	\$922	1,202	2,726	5,780					
BRISTOL	CEDR	1	0	0	0	1	2	0	14	0	1	1	50%	\$150	\$150	0	16	2					
BRITISH AIRWAYS PLC	CEDR	2,444	292	23	184	2,843	243	40	2,368	213	438	3,019	85%	\$2,521,355	\$977	820	3,848	2,514					
CATHAY PACIFIC AIRWAYS	CEDR	3	0	0	0	3	14	0	1	1	0	0	0	0	0	0	0	0					
GATWICK	CEDR	0	0	0	0	0	0	0	19	0	0	0	100%	\$200	\$200	0	20	0					
HEATHROW	CEDR	1	1	0	2	4	0	41	0	0	0	0	0	0	0	0	0	0					
MANCHESTER	CEDR	0	1	0	0	1	0	6	0	0	0	0	0	0	0	0	0	0					
SAS	CEDR	10	0	0	0	10	10	3	1	5	3	6	67%	\$1,162	\$194	5	12	7					
STANSTED	CEDR	1	0	0	0	1	0	0	1	1	0	0	100%	\$100	\$90	0	6	2					
<b>Total</b>	<b>CDRL</b>	<b>8,765</b>	<b>205</b>	<b>0</b>	<b>240</b>	<b>9,210</b>	<b>1,453</b>	<b>1,237</b>	<b>949</b>	<b>1,332</b>	<b>3,618</b>	<b>62%</b>	<b>\$1,321,888</b>	<b>\$965</b>	<b>2,860</b>	<b>6,318</b>	<b>24,417</b>	<b>20,078</b>	<b>70</b>				
<b>Total</b>	<b>PACT</b>	<b>2,460</b>	<b>294</b>	<b>23</b>	<b>188</b>	<b>2,965</b>	<b>568</b>	<b>2,371</b>	<b>122</b>	<b>442</b>	<b>3,093</b>	<b>69%</b>	<b>\$2,523,487</b>	<b>\$973</b>	<b>919</b>	<b>3,954</b>	<b>2,937</b>	<b>2,933</b>	<b>0</b>				
AEGEAN AIRLINES	PACT	8	0	0	0	8	58	0	12	5	17	71%	\$17	\$17	0	18	19	23					
AER LINGUS	PACT	48	6	0	0	54	50	8	39	7	46	85%	\$6	\$6	0	54	61	73					
AERITALIA	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
AEROMEXICO	PACT	3	0	0	0	3	68	0	0	0	0	0	0	0	0	0	0	0					
AIR ARABIA MAROC	PACT	1	0	0	0	1	107	1	0	2	2	0	0	0	0	0	0	0					
AIR CHINA	PACT	5	0	0	0	5	22	0	0	2	2	0	0	0	0	0	0	0					
AIR DOLOMITI	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
AIR EUROPA	PACT	7	0	0	0	7	122	0	1	0	1	100%	\$0	\$0	0	1	0	0					
AIR FRANCE / KLM	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
AIR INDIA	PACT	32	4	1	37	192	68	7	12	29	41	33%	\$0	\$0	0	36	59						
AIR MAURITIUS LTD	PACT	12	0	0	0	12	252	0	0	0	0	0	0	0	0	0	0	0					
AIR PEACE	PACT	2	0	0	0	2	50	0	0	0	0	0	0	0	0	0	0	0					
AIR SERBIA	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
AIR TRANSAT	PACT	1	0	0	0	1	15	0	0	0	0	0	0	0	0	0	0	0					
ALET	PACT	3	0	0	0	3	40	1	0	10	0	0	0	0	0	0	0	0					
ALBA STAR	PACT	1	0	0	0	1	484	1	2	4	6	33%	\$0	\$0	0	7	6	11					
ALL NIPPON AIRWAYS	PACT	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0					
AMERICAN AIRLINES	PACT	11	11	0	0	22	124	6	23	48	74	61%	\$20	\$20	0	36	26	50					
ARKA	PACT	4	0	0	0	4	697	0	0	1	1	0	0	0	0	0	0	0					
ATLANTIC AIRWAYS	PACT	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0					
AURIGNY AIR SERVICES	PACT	4	0	0	0	4	31	0	2	4	6	33%	\$0	\$0	0	6	16	18					
AUSTRIAN AIRLINES	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
AVIANCA COLOMBIA	PACT	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0					
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	0					
BEES AIRLINES	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0					
BLUE AIR	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
BLUE ISLANDS LIMITED	PACT	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0					
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0					
BRUSSELS AIRLINES	PACT	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0					
BULGARIAN AIR	PACT	1	0	0	0	1	183	0	0	0	0	0	0	0	0	0	0	0					
CEBU PACIFIC	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
CHINA EASTERN AIRLINES	PACT	3	0	0	0	3	27	2	0	2	2	0	0	0	0	0	0	0					
CHINA SOUTHERN	PACT	4	0	0	0	4	37	1	0	2	2	0	0	0	0	0	0	0					
COREAN AIRLINES	PACT	5	0	0	0	5	189	0	8	15	8	89%	\$0	\$0	0	10	10						
CROATIA AIRLINES	PACT	0	0																				