

ADR entity name / Airline / Airport Name	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases	
	Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints received		Complaints resolved		Complaints resolved		Complaints resolved		Complaints resolved		Open cases at the end of Period	Open cases at the start of Period
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
AIR ITALY	0	0	0	0	1	1	21	21	13	9	0	0	0	0	0	0	0	0	0	0	0	0
AIR BALTIC	4	0	0	0	41	22	23	10	6	14	30	53%	€9,345	€584	29	59	29	59	29	15	15	
AIR CANADA	137	19	0	0	159	90	140	48	26	75	149	50%	€52,193	€705	206	354	137	142	10	10	10	
AIR CHINA	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
AIR FRANCE / KLM	1,268	368	0	0	1,636	311	604	308	815	879	1,800	61%	€717,081	€777	879	2,881	1,268	1,016	1	1	1	
AIR INDIA	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
AIR MAURITIUS LTD	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
AIR PORTUGAL	145	34	0	0	181	171	80	57	58	120	240	48%	€75,721	€936	159	399	277	264	0	0	0	
ASIANA AIRLINES	2	1	0	0	3	1	13	3	0	2	3	100%	€1,562	€32	1	1	1	1	1	1	1	
DELTA AIRLINES	67	8	0	0	78	45	80	31	3	40	74	46%	€30,563	€999	100	183	66	55	0	0	0	
EAST MIDLANDS INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
EASUYET	6,781	409	0	0	7,190	147	1,206	608	628	3,418	4,676	27%	€755,871	€801	3,116	7,368	5,642	4,972	1	1	1	
EGYPTAIR	75	30	0	0	114	234	103	59	10	40	59	19%	€8,926	€30	12	184	81	71	0	0	0	
EMIRATES	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
FLYBE LTD	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
GARUDA INDONESIA	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
HUMBERSIDE	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
LONDON CITY	2	2	0	0	7	1	29	0	0	0	0	0%	€0	€0	3	33	33	7	0	0	0	
NORWEGIAN AIR UK LTD	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
OMAN AIR	0	0	0	0	0	0	0	0	0	0	0	100%	€2,288	€2,288	1	4	4	2	2	2	2	
ROYAL BRUNEI AIRLINES	2	2	0	0	6	6	12	0	2	1	3	67%	€1,703	€832	1	17	6	9	0	0	0	
RYANAIR	8,933	1,126	0	0	10,059	188	1,616	1,053	2,309	6,571	9,933	34%	€2,208,257	€657	5,224	15,157	7,277	5,303	0	0	0	
SOUTH AFRICAN AIRWAYS	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
THY TURKISH AIRLINES	503	79	0	0	582	265	631	144	10	175	432	75%	€201,263	€744	702	1,139	429	413	0	0	0	
TUI AIRWAYS LTD	2,606	67	1	0	2,682	223	456	311	323	1,639	2,273	28%	€554,684	€975	1,724	3,497	1,704	1,572	0	0	0	
VIRGIN ATLANTIC AIRWAYS LTD	409	85	0	0	496	89	130	62	47	183	292	37%	€95,369	€975	192	484	413	296	0	0	0	
VISTARA	6	0	0	0	6	28	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0	
WIZZ AIR	9,773	656	1	0	10,448	107	3,522	4,345	1,829	2,613	8,781	70%	€4,143,949	€974	4,832	13,139	5,780	4,827	0	0	0	
BRISTOL	4	0	2	1	7	1	56	0	2	3	5	40%	€250	€126	56	61	2	0	0	0	0	
BRITISH AIRWAYS PLC	7,767	1,067	115	180	9,135	192	2,290	6,586	870	1,535	8,991	83%	€8,238,378	€837	2,532	11,524	2,514	2,613	0	0	0	
CATHAY PACIFIC AIRWAYS	19	2	0	0	21	20	9	9	9	0	23	78%	€10,573	€587	31	31	0	0	0	0	0	
CATWICK	0	2	0	0	2	0	69	1	0	0	1	100%	€500	€200	69	71	0	0	0	0	0	
HEATHROW	4	1	1	2	8	0	113	3	2	2	7	71%	€3,450	€890	110	122	4	5	0	0	0	
MANCHESTER	0	1	1	2	2	0	20	0	2	2	4	50%	€280	€140	2	24	1	3	0	0	0	
SAS	42	6	0	0	48	26	13	17	12	10	44	69%	€46,942	€1,615	14	58	7	4	0	0	0	
STANSTED	2	1	0	0	3	0	12	1	1	0	2	100%	€100	€20	14	14	0	0	0	0	0	
Total	30,884	2,885	2	340	34,011	1	8,650	6,999	5,975	15,779	28,753	45%	€9,856,798	€938	16,889	45,846	24,417	20,978	0	0	0	
CDR	7,838	1,080	119	190	9,227	1	2,581	6,617	899	1,562	9,976	83%	€6,300,473	€383	2,827	11,905	2,531	2,629	0	0	0	
AEGEAN AIRLINES	32	5	0	0	37	68	4	19	10	29	66%	€0	€0	4	33	19	5	0	0	0		
AER LINGUS	157	21	0	0	180	44	29	96	34	130	74%	€0	€0	30	180	81	32	0	0	0		
AEROFLOT	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0		
AERITALIA	1	0	0	0	1	598	1	0	0	0	0%	€0	€0	0	1	1	0	0	0	0		
AEROLINEAS ARGENTINAS	0	1	0	0	1	0	1	0	0	0	0%	€0	€0	0	2	0	0	0	0	0		
AEROMEXICO	3	0	0	0	3	18	2	1	0	1	100%	€0	€0	0	1	0	1	0	0	0		
AIR ALBANIA	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0		
AIR ALGERIE	1	0	0	0	1	111	0	0	0	0	0%	€0	€0	0	4	4	0	0	0	0		
AIR ARABIA MAROC	6	1	0	0	7	188	1	0	0	0	0%	€0	€0	0	7	2	1	0	0	0		
AIR ASIA	0	0	0	0	0	0	1	0	0	0	0%	€0	€0	0	2	0	0	0	0	0		
AIR CHINA	17	0	0	0	17	0	4	1	0	0	0%	€0	€0	0	27	4	12	0	0	0		
AIR DOLOMITI	4	0	0	0	4	42	0	0	0	0	0%	€0	€0	0	2	2	0	0	0	0		
AIR EUROPA	13	2	0	0	15	62	0	13	12	14	93%	€0	€0	0	14	6	5	0	0	0		
AIR FRANCE / KLM	0	0	0	0	0	0	4	0	0	0	0%	€0	€0	0	0	0	0	0	0	0		
AIR INDIA	144	12	1	0	157	112	18	60	56	115	52%	€0	€0	18	135	59	23	0	0	0		
AIR MALTA	0	1	0	0	1	3	2	1	2	1	33%	€0	€0	0	6	0	3	0	0	0		
AIR MAURITIUS LTD	62	3	0	0	65	383	7	50	14	64	78%	€0	€0	8	72	11	11	0	0	0		
AIR MOLDOVA INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0	0	0	0		
AIR NEW ZEALAND LTD	0	0	0	0	0	0	2	0	0	0	0%	€0	€0	0	2	0	0	0	0	0		
AIR PEACE	6	1	0	0	7	65	0	0	0	0	0%	€0	€0	0	3	3	0	0	0	0		
AIR PORTUGAL	0	0	0	0	0	0	1	0	0	0	0%	€0	€0	0	1	0	0	0	0	0		
AIR SERBIA	3	1	0	0	4	41	0	1	0	0	0%	€0	€0	0	5	1	1	0	0	0		
AIR TRANSAT	6	2	1	0	9	20	4	2	2	9	11%	€18	€18	4	15	3	5	0	0	0		
AJET	24	3	0	0	27	109	8	0	20	20	0%	€0	€0	0	28	7	0	0	0	0		
ALBA STAR	16	0	0	0	16	54	2	9	14	23	39%	€0	€0	0	26	6	14	0	0	0		
ALBANY AIR	1	0	0	0	1	0	0	0	0	0	0%	€0	€0	0	1	0	0	0	0	0		
ALL NIPPON AIRWAYS	0	0	0	0	0	0	3	0	0	0	0%	€0	€0	0	3	4	0	0	0	0		
AMERICAN AIRLINES	89	6	2	0	97	26	20	54	23	77	70%	€0	€0	20	97	29	11	0	0	0		

RWANDAIR	PACT	14	1	0	15	126	4	7	8	15	47%	4	19	2	2	
RYANAIR	PACT	0	0	1	1	0	15	0	2	2	0%	17	19	1	1	
SATAIR ACORES	PACT	1	0	0	1	154	0	2	1	3	67%	6	3	0	2	
SAUDI ARABIAN AIRLINES	PACT	66	26	0	92	78	22	97	18	115	84%	23	138	26	51	
SCOOT	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	0	1	
SHENGEN AIRLINES	PACT	1	0	0	1	19	1	0	2	2	0%	1	3	0	1	
SINGAPORE AIRLINES	PACT	13	1	0	14	33	7	7	5	12	58%	7	19	4	2	
SKY EXPRESS SA	PACT	11	2	0	13	12	1	4	5	9	44%	1	10	0	2	
SRI LANKAN AIRLINES	PACT	53	3	2	58	279	13	15	44	59	25%	15	72	14	15	
SUN EXPRESS DEUTSCHLAND	PACT	38	3	0	41	267,974	3	8	17	25	32%	5	30	18	2	
SWISS AIRLINES	PACT	6	0	0	6	4	1	3	2	5	60%	1	6	2	1	
TAROM	PACT	7	0	1	8	163	0	0	6	6	0%	0	6	2	0	
THAI AIRWAYS INTERNATIONAL	PACT	8	3	0	11	28	6	7	3	10	70%	6	16	3	2	
THOMAS COOK AIRLINES LTD	PACT	0	0	0	0	4	1	0	0	0	0%	1	1	0	0	
THY TURKISH AIRLINES	PACT	0	0	0	0	0	3	0	0	0	0%	4	4	0	1	
TIANJIN AIRLINES	PACT	5	0	0	5	73	0	0	5	5	0%	0	5	0	0	
TITAN AIRWAYS LTD	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	0	1	
TRANSRIA	PACT	3	0	0	3	186	0	0	0	0	0%	0	0	0	0	
TUI AIRWAYS LTD	PACT	0	0	0	0	0	8	0	0	0	0%	8	8	0	0	
TUNISAIR	PACT	11	2	0	13	263	0	6	8	12	50%	0	12	6	5	
UNITED AIRLINES	PACT	52	1	0	53	21	10	32	31	63	51%	18	73	20	30	
UZBEKISTAN AIRLINES	PACT	2	0	0	2	11	0	1	1	2	50%	0	2	0	0	
VIETNAM AIRLINES	PACT	1	0	0	1	0	0	2	4	6	33%	0	6	0	5	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0	0	0	2	0	0	0	0%	2	2	0	0	
VISTARA	PACT	16	4	0	20	9	3	3	22	25	12%	3	28	3	8	
VOLTEA	PACT	8	0	0	8	233	0	0	8	8	0%	0	8	0	0	
VUELING AIRLINES	PACT	209	20	2	231	66	21	140	64	204	69%	21	225	56	29	
WEST JET AIRLINES	PACT	14	1	0	15	39	6	15	2	17	88%	6	23	2	4	
WZZ AIR	PACT	0	0	0	0	0	4	0	0	0	0%	4	4	0	0	
WORLDSPY	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
WOW AIR	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0	
Total	PACT	3,727	389	26	4,142		677	0	1,990	1,890	3,880	51%	719	4,604	1,290	1,101