

Data Correct as of: 12/06/2025

Airline / Airport Name	ADR entity name / PACT	Complaints Received in Period						Complaints Resolved in Period							Ongoing cases				
		Complaints received Reg	Complaints received 'others'	Complaints received Reg 1107	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 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
AIR ASTANA	CDRL	6	0	0	1	7	201	9	0	0	1	29	0%	£0	£0	10	11	8	3
AIR BALTIC	CDRL	40	1	0	0	41	221	23	9	6	14	29	52%	£9,254	£617	26	55	29	20
AIR CANADA	CDRL	137	19	0	3	159	90	140	16	26	75	117	36%	£29,083	£692	166	283	253	237
AIR FRANCE / KLM	CDRL	1398	366	0	19	1783	301	604	59	615	880	1554	43%	£558,045	£828	750	2304	1916	1833
AIR PORTUGAL	CDRL	145	34	0	2	181	171	60	16	58	125	199	37%	£48,952	£662	94	293	450	502
ASIANA AIRLINES	CDRL	2	1	0	0	3	18	13	0	3	0	3	100%	£1,562	£521	13	16	1	1
DELTA AIRLINES	CDRL	67	8	0	3	78	45	80	9	3	40	52	23%	£14,511	£1,209	106	158	107	107
EASYJET	CDRL	6781	409	0	20	7210	147	1206	123	628	3420	4171	18%	£473,423	£630	2057	6228	7982	5794
EGYPTAIR	CDRL	75	30	0	9	114	234	103	1	10	48	59	19%	£6,929	£630	120	179	86	48
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	11	0	0	0	0	0%	£0	£0	12	12	1	2
HUMBERSIDE	CDRL	0	0	0	0	0	0	4	0	0	0	0	0%	£0	£0	4	4	0	0
LONDON CITY	CDRL	2	2	0	3	7	1	29	0	0	0	0	0%	£0	£0	33	33	7	4
OMAN AIR	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	2	2	23	25
ROYAL BRUNEI AIRLINES	CDRL	2	2	0	2	6	65	12	0	2	1	3	67%	£1,703	£852	13	16	7	5
RYANAIR	CDRL	8933	1126	0	24	10083	188	1616	307	2310	6572	9189	28%	£1,816,371	£694	2247	11436	12116	11853
THY TURKISH AIRLINES	CDRL	503	79	0	25	607	265	631	65	116	171	352	51%	£129,967	£718	663	1015	637	414
TUI AIRWAYS LTD	CDRL	2606	67	1	8	2682	223	456	87	323	1639	2049	20%	£296,070	£722	791	2840	2532	2234
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	409	85	0	2	496	89	130	26	47	183	256	29%	£54,332	£744	166	422	496	292
VISTARA	CDRL	6	0	0	0	6	28	1	0	0	0	0	0%	£0	£0	1	1	6	0
WIZZ AIR	CDRL	9772	656	1	119	10548	918	3522	448	1829	2615	4892	47%	£1,482,183	£651	3780	8672	13098	7700
BRISTOL	CEDR	4	0	2	1	7	1	56	0	2	3	5	40%	£250	£125	56	61	2	0
BRITISH AIRWAYS PLC	CEDR	7767	1067	115	186	9135	192	2290	6586	870	1535	8991	83%	£6,238,378	£837	2533	11524	2514	2613
CATHAY PACIFIC AIRWAYS	CEDR	19	2	0	1	22	20	8	9	9	5	23	78%	£10,573	£587	8	31	3	4
GATWICK	CEDR	0	2	0	0	2	0	69	1	1	0	2	100%	£500	£250	69	71	0	0
HEATHROW	CEDR	4	1	1	2	8	0	113	3	2	2	7	71%	£3,450	£690	115	122	41	5
MANCHESTER	CEDR	0	1	1	0	2	0	20	0	2	2	4	50%	£280	£140	20	24	1	3
SAS	CEDR	42	6	0	0	48	28	13	17	12	15	44	66%	£46,942	£1,619	14	58	7	4
STANSTED	CEDR	2	1	0	0	3	0	12	1	1	0	2	100%	£100	£50	12	14	1	0
Total	CDRL	30,884	2,885	2	240	34,011		8650	1,166	5,976	15,784	22,926	31%	£4,922,385	£689	11054	33980	39755	31074
Total	CEDR	7,838	1,080	119	190	9,227		2581	6,617	899	1,562	9,078	83%	£6,300,473	£838	2827	11905	2532	2629
AEGEAN AIRLINES	PACT	32	5	0		37	68	4		19	10	29	66%			4	33	13	5
AER LINGUS	PACT	157	21	2		180	42	29		96	34	130	74%			30	160	81	32
AEROFLOT	PACT	0	0	0		0	0	1		0	2	2	0%			1	3	0	2
AERITALIA	PACT	1	0	0		1	598	1		0	0	0	0%			1	1	1	0
AEROLINEAS ARGENTINAS	PACT	0	1	0		1	0	1		0	1	1	0%			1	2	0	0
AEROMEXICO	PACT	3	0	0		3	18	2		1	0	1	100%			2	3	3	1
AIR ALBANIA	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0
AIR ALGERIE	PACT	1	0	0		1	11	0		0	4	4	0%			0	4	0	3
AIR ARABIA MAROC	PACT	6	1	0		7	188	1		0	6	6	0%			1	7	2	1
AIR ASIA	PACT	0	0	0		0	0	1		0	0	0	0%			2	2	0	1
AIR CHINA	PACT	17	0	0		17	26	4		1	22	23	4%			4	27	6	12
AIR DOLOMITI	PACT	4	0	0		4	42	0		2	0	2	100%			0	2	2	0
AIR EUROPA	PACT	13	2	0		15	62	0		13	1	14	93%			0	14	6	5
AIR FRANCE / KLM	PACT	0	0	0		0	0	4		0	2	2	0%			4	6	0	2
AIR INDIA	PACT	144	12	1		157	112	18		60	55	115	52%			18	133	59	23
AIR MALTA	PACT	0	1	0		1	3	2		2	1	3	67%			3	6	0	3
AIR MAURITIUS LTD	PACT	62	3	0		65	383	7		50	14	64	78%			8	72	11	11
AIR MOLDOVA INTERNATIONAL	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1
AIR NEW ZEALAND LTD	PACT	0	0	0		0	0	2		0	0	0	0%			2	2	0	0
AIR PEACE	PACT	6	1	0		7	65	0		0	3	3	0%			0	3	3	0
AIR PORTUGAL	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0
AIR SERBIA	PACT	3	1	0		4	41	0		1	2	3	33%			0	3	2	1
AIR TRANSAT	PACT	6	2	1		9	20	4		2	9	11	18%			4	15	3	5
AJET	PACT	24	3	0		27	105	8		0	20	20	0%			8	28	7	0
ALBA STAR	PACT	16	0	0		16	544	2		9	14	23	39%			3	26	6	14
ALBAWINGS	PACT	1	0	0		1	0	0		0	1	1	0%			0	1	0	0
ALL NIPPON AIRWAYS	PACT	0	0	0		0	0	3		0	1	1	0%			3	4	0	1
AMERICAN AIRLINES	PACT	89	6	2		97	26	20		54	23	77	70%			20	97	29	11
ARKIA	PACT	4	0	0		4	697	1		0	1	1	0%			1	2	3	0
ATLANTIC AIRWAYS	PACT	3	0	0		3	158	0		0	3	3	0%			0	3	0	0
AURIGNY AIR SERVICES	PACT	25	1	0		26	46	4		5	9	14	36%			4	18	16	4
AUSTRIAN AIRLINES	PACT	1	0	0		1	2	0		1	0	1	100%			0	1	1	1

AVIANCA COLOMBIA	PACT	9	2	0	11	62	9	0	12	12	0%	9	21	1	3
AZERBAIJAN AIRLINES (AZAL)	PACT	5	1	0	6	75	0	1	1	2	50%	0	2	4	0
BADR AIRLINES	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
BAMBOO AIRWAYS	PACT	7	0	0	7	0	0	0	13	13	0%	0	13	1	7
BEE5 AIRLINES	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
BEIJING CAPITAL AIRLINES	PACT	1	0	0	1	29	0	0	1	1	0%	0	1	0	0
BH AIR	PACT	2	0	0	2	33	1	1	4	5	20%	1	6	0	3
BIMAN BANGLADESH AIRLINES	PACT	6	0	0	6	36	1	0	10	10	0%	2	12	1	6
BIRMINGHAM	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
BLUE AIR	PACT	1	0	0	1	0	0	0	1	1	0%	0	2	0	0
BLUE ISLANDS LIMITED	PACT	11	1	0	12	35	9	9	1	10	90%	9	19	4	2
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	12	0	0	0	0%	12	12	0	0
BRUSSELS AIRLINES	PACT	0	0	0	0	0	1	1	0	1	100%	1	2	0	1
BULGARIA AIR	PACT	1	0	0	1	24	0	0	1	1	0%	0	1	1	1
CEBU PACIFIC	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
CHINA EASTERN AIRLINES	PACT	11	2	0	13	26	6	0	10	10	0%	6	16	5	2
CHINA SOUTHERN	PACT	12	1	0	13	27	5	2	7	9	22%	6	15	6	3
CORENDON AIRLINES	PACT	28	1	0	29	107	2	39	10	49	80%	2	51	5	25
CROATIA AIRLINES	PACT	5	0	0	5	92	0	3	2	5	60%	0	5	0	0
DAN AIR	PACT	19	0	0	19	479	0	0	11	11	0%	0	11	10	2
EASTERN AIRWAYS	PACT	60	0	0	60	388	3	51	3	54	94%	3	57	10	4
EASYJET	PACT	0	0	0	0	0	11	0	1	1	0%	11	12	0	1
EDELWEISS AIR	PACT	1	1	0	2	22	0	1	1	2	50%	0	2	2	2
EL AL	PACT	24	3	0	27	56	1	22	2	24	92%	2	26	12	10
EMERALD AIRLINES	PACT	163	0	0	163	1751	12	177	54	231	77%	13	244	17	86
EMIRATES	PACT	114	31	4	149	26	31	46	56	102	45%	34	136	70	25
ENTER AIR	PACT	5	0	0	5	45	1	3	3	6	50%	1	7	3	4
ETHIOPIAN AIRLINES	PACT	12	10	0	22	56	5	22	4	29	12%	7	40	2	16
ETIHAD AIRWAYS	PACT	53	11	1	65	49	11	22	14	36	61%	13	49	34	9
EVA AIR	PACT	0	2	0	2	9	0	1	0	1	100%	0	1	1	0
FASTJET ZIMBABWE	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
Fiji Airways	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
FINNAIR	PACT	22	4	0	26	37	4	6	6	12	50%	4	16	19	5
FLYADEAL	PACT	66	26	0	92	0	22	97	18	115	84%	23	138	26	51
FLYBE LTD	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
FLYDUBAI	PACT	0	0	0	0	0	1	0	1	1	0%	1	2	0	1
FLYONE	PACT	6	0	1	7	71	3	1	7	8	13%	3	11	3	4
FREEBIRD AIRLINES	PACT	4	2	0	6	47	2	2	2	4	50%	2	6	3	1
GARUDA INDONESIA	PACT	1	0	0	1	0	0	0	0	0	0%	0	1	0	0
GULF AIR	PACT	36	9	0	45	90	10	27	26	53	51%	10	63	17	25
HAHN AIR	PACT	0	0	0	0	0	0	0	1	1	0%	0	1	0	1
HAINAN AIRLINES	PACT	19	0	0	19	98	1	2	15	17	12%	1	18	6	4
HAWAIIAN AIRLINES	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
HISKY	PACT	2	0	0	2	27	2	1	4	5	20%	2	7	0	3
IBERIA	PACT	89	14	1	104	91	26	64	13	77	83%	27	104	41	15
IBERIA EXPRESS	PACT	1	0	0	1	3	0	1	0	1	100%	0	1	0	0
ICELANDAIR	PACT	5	0	0	5	10	1	3	1	4	75%	1	5	2	1
INDIGO AIRLINES	PACT	0	3	0	3	0	3	0	1	1	0%	3	4	3	1
INTERCARIBBEAN AIRWAYS	PACT	0	0	0	0	0	2	0	0	0	0%	2	2	0	0
ITA AIRWAYS	PACT	34	11	0	45	107	6	32	6	38	84%	7	45	14	10
JAPAN AIRLINES	PACT	0	0	0	0	0	0	1	0	1	100%	0	1	0	1
JET2.COM LTD	PACT	402	10	3	415	21	38	55	258	313	18%	38	351	124	22
JETBLUE	PACT	8	0	0	8	20	4	8	0	8	100%	4	12	3	3
JETSMART	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
JETSTAR	PACT	0	1	0	1	34	1	1	0	1	100%	1	2	0	0
JUNEYAO AIRLINES	PACT	3	0	0	3	104	1	0	0	0	0%	1	1	3	0
KENYA AIRWAYS	PACT	48	4	0	52	281	15	33	6	39	85%	16	55	30	18
KOREAN AIR	PACT	9	0	0	9	46	0	8	0	8	100%	0	8	2	1
KUWAIT AIRWAYS	PACT	9	2	0	11	29	1	10	5	15	67%	1	16	3	7
LATAM AIRLINES BRASIL	PACT	8	2	0	10	35	4	13	3	16	81%	4	20	1	7
LOGANAIR LTD	PACT	31	1	0	32	23	4	25	19	44	57%	7	51	6	21
LOT-POLISH AIRLINES	PACT	20	2	0	22	67	3	11	11	22	50%	3	25	8	8
LUFTHANSA	PACT	19	1	1	21	6	7	12	3	15	80%	8	23	10	5
LUTON	PACT	0	0	0	0	0	1	0	0	0	0%	1	1	0	0
LUXAIR	PACT	7	0	0	7	39	1	3	2	5	60%	1	6	4	2
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	28	1	0	29	80	12	14	9	23	61%	12	35	7	1
MALETH AERO	PACT	259	0	0	259	10619	0	0	414	414	0%	1	415	16	173
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	1	0	0	1	7	0	0	0	0	0%	0	0	1	0
NORSE ATLANTIC	PACT	282	7	0	289	0	8	216	24	240	90%	9	249	92	44
NORWEGIAN AIR SHUTTLE	PACT	156	9	1	166	162	16	98	30	128	77%	17	145	47	10
NORWEGIAN AIR SWEDEN AOC	PACT	1	0	0	1	1	0	0	0	0	0%	0	0	1	0
NOUVEL AIR TUNISIE	PACT	4	3	0	7	162	1	0	20	20	0%	1	21	1	14

OLYMPIC AIRWAYS	PACT	1	0	0	1	0	0	0	1	1	0%	0	1	0	0	
OMAN AIR	PACT	2	2	0	4	26	3	1	3	4	25%	3	7	0	0	
PAKISTAN INTL AIRLINES	PACT	1	0	0	1	0	0	0	1	1	0%	0	1	0	0	
PEGASUS AIRLINES	PACT	86	9	0	95	73	5	55	28	83	66%	7	90	25	13	
PLAY	PACT	2	2	0	4	30	0	5	1	6	83%	1	7	1	4	
QANTAS	PACT	4	0	0	4	9	2	2	2	4	50%	2	6	1	1	
QATAR AIRWAYS	PACT	306	35	2	343	104	67	129	134	263	49%	72	335	149	77	
ROYAL AIR MAROC	PACT	33	34	0	67	290	11	1	74	75	1%	13	88	15	26	
ROYAL BRUNEI AIRLINES	PACT	0	0	0	0	0	0	0	0	0	0%	1	1	0	1	
ROYAL JORDANIAN	PACT	5	2	0	7	32	4	3	4	7	43%	4	11	1	1	
RWANDAIR	PACT	14	1	0	15	125	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	
SATA AIR ACORES	PACT	1	0	0	1	152	0	2	1	3	67%	0	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	
SHENZHEN AIRLINES	PACT	1	0	0	1	10	1	0	2	2	0%	1	3	0	1	
SINGAPORE AIRLINES	PACT	13	1	0	14	13	7	7	5	12	58%	7	19	4	2	
SKY EXPRESS SA	PACT	11	2	0	13	127	1	4	5	9	44%	1	10	6	2	
SRILANKAN AIRLINES	PACT	53	3	2	58	279	13	15	44	59	25%	13	72	14	15	
SUN EXPRESS DEUTSCHLAND	PACT	38	3	0	41	267974	5	8	17	25	32%	5	30	18	2	
SWISS AIRLINES	PACT	6	0	0	6	4	1	3	2	5	60%	1	6	2	2	
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	0	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	
TRANSAVIA	PACT	3	0	0	3	136	0	0	0	0	0%	0	0	3	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	203	0	6	6	12	50%	0	12	6	5	
UNITED AIRLINES	PACT	52	1	0	53	21	10	32	31	63	51%	10	73	20	30	
UZBEKISTAN AIRLINES	PACT	2	0	0	2	51	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	94	3	3	22	25	12%	3	28	3	8	
VOLOTEA	PACT	8	0	0	8	233	0	0	6	6	0%	0	6	2	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	
WIZZ AIR	PACT	0	0	0	0	0	4	0	0	0	0%	4	4	0	0	
WORLD2FLY	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	3727	389	26	4142		677	0	1990	1895	3885	51%	719	4604	1299	1101