

ADR entity name	Complaints Received In Period											Complaints Resolved In Period										Ongoing cases																
	Complaints received Reg		Complaints received others		Complaints received Reg		Complaints received others		Total cases		Total cases		Remedy awarded - Settled by Airline		Remedy awarded - Adjudicated in favour of passenger		No remedy awarded - Adjudicated in favour of airline/airport		Total cases		Uphold rate for consumers		Average award		Cases rejected or discontinued		Total cases		Open cases at the END of Period	Open cases at START of Period	Overdue payments at the end of the Period							
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021							
AIR ARABIA	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
AIR BALIC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
AIR CANADA	34	4	0	0	2	40	112	20	2	4	3	9	18	44	2	4	1	1	44	2	1	3	1	2	2	2	2	2	2	2	2	2	2	2	2	2		
AIR FRANCE / KLM	347	36	0	0	3	383	292	82	15	15	36	87	136	136	37	6	18	68	331,090	630	30	446	246	246	246	246	246	246	246	246	246	246	246	246	246	246		
AIR PORTUGAL	50	2	0	0	1	51	238	11	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
ASIANA AIRLINES	6	0	0	0	0	6	184	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
DELTA AIRLINES	16	0	0	0	0	16	53	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
EASJET	1122	35	0	0	1	1127	118	125	33	87	400	600	20%	£72,963	£906	218	810	82167	7725	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
EGYPTAIR	39	2	0	0	2	43	429	17	0	3	10	13	23%	£838	£279	26	39	107	86	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GARUDA INDONESIA	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
LONDON AIR	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
ROYAL BRUNEI AIRLINES	1	0	0	0	0	1	70	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
RYANAIR	2977	147	0	0	38	3162	280	339	103	532	631	126%	50%	£345,052	£543	407	1673	13902	1204	56	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
THY TURKISH AIRLINES	147	8	0	0	5	164	346	76	14	10	26	50	48%	£24,123	£1,095	100	155	65	610	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
TUI AIRWAYS LTD	578	2	0	0	5	583	396	26	2	58	288	24%	£46,532	£776	40	288	2831	2510	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
VIRGIN ATLANTIC AIRWAYS LTD	167	5	0	0	3	175	134	20	5	7	35	47	26%	£11,882	£974	25	72	575	452	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
WIZZ AIR	1996	37	0	0	41	2074	770	802	303	383	424	112%	61%	£38,249	£365	95	2073	1382	1016	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
BRISTOL	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
BRITISH AIRWAYS PLC	1649	298	6	0	84	2037	184	383	1631	998	594	282%	79%	£1,819,372	£816	58	3488	1520	2508	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	
CATHAY PACIFIC AIRWAYS	12	3	0	0	1	18	56	1	4	0	2	6	67%	£4,716	£1,179	8	14	9	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CATWICK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
HEATHROW	0	4	0	0	3	7	0	33	0	1	2	3	33%	£1,000	£1,000	3	38	6	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
MANCHESTER	1	3	0	0	1	5	1	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
SAS	5	0	0	0	0	5	15	1	3	2	3	8	63%	£3,985	£797	1	9	8	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
STANSTED	1	1	0	0	1	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Total	CDRL	7,490	279	6	123	7,892	1529	453	482	1,128	1,908	3,518	46%	£927,591	£376	1933	5451	4307	39067	96	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	CDRL	1,668	910	6	103	2,687	452	453	1,638	602	663	2,843	79%	£1,829,173	£817	650	1561	1561	2526	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	