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		Complaints Received in Period							Complaints Resolved in Period								Ongoing cases		
Airline / Airport Name	ADR entity name / PACT	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	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	0	1	0	0	1	224	0	0	0	0	0	0%	£0	£0	2	2	7	8	1
AIR BALTIC	CDRL	11	0	0	1	12	338	0	0	1	1	2	50%	£562	£562	1	3	32	23	
AIR CANADA	CDRL	34	4	0	2	40	112	20	5	3	9	17	47%	£4,553	£569	31	48	151	137	
AIR CHINA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	10	10	
AIR FRANCE / KLM	CDRL	347	36	0	6	389	282	82	18	36	87	141	38%	£32,565	£609	198	340	1,407	1,254	1
AIR INDIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	17	17	
AIR MAURITIUS LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	1	1	
AIR PORTUGAL	CDRL	50	2	0	1	53	239	11	5	8	5	18	72%	£9,532	£733	23	41	303	277	2
ASIANA AIRLINES	CDRL	6	0	0	0	6	184	1	0	0	0	0	0%	£0	£0	1	1	7	1	2
DELTA AIRLINES	CDRL	16	0	0	0	16	53	6	0	0	2	2	0%	£0	£0	15	17	72	66	
EAST MIDLANDS INTERNATIONAL	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	1	1	
EASYJET	CDRL	1,122	35	0	13	1,170	118	125	56	86	480	622	23%	£86,709	£611	651	1,273	5,703	5,642	12
EGYPTAIR	CDRL	39	2	0	2	43	429	17	0	3	10	13	23%	£836	£279	29	42	100	81	17
EMIRATES	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	62	62	
FLYBE LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	339	339	
GARUDA INDONESIA	CDRL	1	0	0	0	1	0	0	0	0	0	0	0%	£0	£0	0	0	2	1	
LONDON CITY	CDRL	0	0	0	2	2	0	3	0	0	0	0	0%	£0	£0	6	6	3	3	
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	853	853	
OMAN AIR	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	21	21	
ROYAL BRUNEI AIRLINES	CDRL	1	0	0	0	1	70	1	0	0	0	0	0%	£0	£0	3	3	5	6	
RYANAIR	CDRL	2,977	147	0	38	3,162	280	339	120	531	631	1,282	51%	£348,909	£536	968	2,250	8,680	7,277	56
SOUTH AFRICAN AIRWAYS	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	2	2	
THY TURKISH AIRLINES	CDRL	147	8	0	9	164	345	76	22	10	26	58	55%	£30,623	£957	123	181	500	429	1
TUI AIRWAYS LTD	CDRL	576	2	0	5	583	366	26	3	58	188	249	25%	£46,588	£764	248	497	1,821	1,704	1
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	167	5	0	3	175	134	20	6	7	36	48	27%	£12,345	£950	36	84	533	413	
WIZZ AIR	CDRL	1,996	37	0	41	2,074	770	802	337	383	432	1,152	63%	£403,344	£560	1,208	2,360	6,565	5,785	2
BRISTOL	CEDR	0	1	0	1	2	1	8	0	1	0	1	100%	£100	£100	9	10	2	2	
BRITISH AIRWAYS PLC	CEDR	1,649	298	6	84	2,037	194	383	1,631	598	594	2,823	79%	£1,819,372	£816	585	3,408	1,520	2,508	
CATHAY PACIFIC AIRWAYS	CEDR	12	3	0	3	18	56	1	4	0	2	6	67%	£4,716	£1,179	2	8	14	3	
GATWICK	CEDR	0	0	0	6	6	0	17	0	0	0	0	0%	£0	£0	17	17	6	0	
HEATHROW	CEDR	0	4	0	3	7	0	33	0	1	2	3	33%	£1,000	£1,000	35	38	6	4	
MANCHESTER	CEDR	1	3	0	1	5	1	7	0	0	0	0	0%	£0	£0	7	7	6	1	
SAS	CEDR	5	0	0	4	9	19	1	3	2	3	8	63%	£3,985	£797	1	9	8	7	
STANSTED	CEDR	1	1	0	1	3	0	3	0	0	2	2	0%	£0	£0	3	5	2	1	
Total	**CDRL**	**7,490**	**279**	**0**	**123**	**7,892**		**1,529**	**572**	**1,126**	**1,906**	**3,604**	**47%**	**£976,566**	**£575**	**3,544**	**7,148**	**27,201**	**24,417**	**95**
Total	**CEDR**	**1,668**	**310**	**6**	**103**	**2,087**		**453**	**1,638**	**602**	**603**	**2,843**	**79%**	**£1,829,173**	**£817**	**659**	**3,502**	**1,564**	**2,526**	**0**
AEGEAN AIRLINES	PACT	5	0	0		5	42	0		7	3	10	70%			1	11	8	14	
AER LINGUS	PACT	46	4	0		50	51	6		41	15	56	73%			11	67	109	120	
AEROITALIA	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
AEROMEXICO	PACT	1	0	0		1	27	0		4	0	4	100%			0	4	2	5	
AIR ALGERIE	PACT	3	0	0		3	165	0		3	0	3	100%			0	3	2	2	
AIR ARABIA MAROC	PACT	3	0	0		3	370	1		0	1	1	0%			1	2	6	4	
AIR CHINA	PACT	2	1	0		3	20	0		0	6	6	0%			1	7	6	10	
AIR DOLOMITI	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	2	2	
AIR EUROPA	PACT	12	1	0		13	235	1		17	0	17	100%			1	18	11	15	
AIR FRANCE / KLM	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
AIR INDIA	PACT	18	2	0		20	47	2		11	40	51	22%			5	56	46	81	
AIR MAURITIUS LTD	PACT	2	1	0		3	89	2		16	0	16	100%			2	18	18	16	
AIR PEACE	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	3	1	
AIR SERBIA	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
AIR TRANSAT	PACT	1	0	0		1	24	0		2	1	3	67%			1	4	2	5	
AJET	PACT	8	1	0		9	146	1		0	8	8	0%			1	9	9	8	
ALASKA AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
ALBA STAR	PACT	2	0	0		2	2,250	0		2	5	7	29%			0	7	2	7	
AMERICAN AIRLINES	PACT	7	1	1		9	14	4		16	3	19	84%			7	26	23	38	
ARKIA	PACT	2	2	0		4	6,969	0		0	3	3	0%			0	3	2	6	
ATLANTIC AIRWAYS	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
AURIGNY AIR SERVICES	PACT	1	0	0		1	9	4		5	7	12	42%			4	16	6	17	
AUSTRIAN AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
AVIANCA COLOMBIA	PACT	6	2	0		8	196	0		0	1	1	0%			0	1	8	1	
AZERBAIJAN AIRLINES (AZAL)	PACT	0	0	0		0	0	0		2	1	3	67%			0	3	3	4	
BAMBOO AIRWAYS	PACT	1	0	0		1	0	0		0	1	1	0%			0	1	2	2	
BEIJING CAPITAL AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
BIMAN BANGLADESH AIRLINES	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	1	2	
BLUE ISLANDS LIMITED	PACT	2	0	0		2	37	0		1	2	3	33%			1	4	2	4	
BRITISH AIRWAYS PLC	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
BRUSSELS AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
BULGARIA AIR	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	1	1	
CHINA AIRLINES	PACT	3	0	0		3	132	0		0	0	0	0%			0	0	5	5	
CHINA EASTERN AIRLINES	PACT	1	1	0		2	15	0		0	3	3	0%			1	4	5	7	
CHINA SOUTHERN	PACT	0	1	0		1	9	0		0	6	6	0%			0	6	3	8	
CORENDON AIRLINES	PACT	3	2	0		5	0	0		5	0	5	100%			0	5	7	7	
CROATIA AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
DAN AIR	PACT	7	0	0		7	919	0		0	12	12	0%			0	12	0	12	
EASTERN AIRWAYS	PACT	6	0	0		6	313	0		15	0	15	100%			1	16	6	16	
EASYJET	PACT	0	0	0		0	0	3		0	0	0	0%			3	3	0	0	
EDELWEISS AIR	PACT	1	0	0		1	101	0		3	0	3	100%			0	3	0	2	
EL AL	PACT	0	0	0		0	0	0		3	6	9	33%			1	10	6	16	
EMERALD AIRLINES	PACT	1	0	0		1	103	0		4	4	8	50%			0	8	15	23	
EMIRATES	PACT	21	2	1		24	18	2		25	19	44	57%			6	50	69	99	
ENTER AIR	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
ETHIOPIAN AIRLINES	PACT	1	1	0		2	21	1		0	2	2	0%			2	4	6	7	
ETIHAD AIRWAYS	PACT	19	2	0		21	62	2		14	9	23	61%			3	26	44	46	
EVA AIR	PACT	1	0	0		1	17	1		0	1	1	0%			1	2	1	1	
FINNAIR	PACT	5	0	0		5	33	0		10	2	12	83%			2	14	20	28	
FLYADEAL	PACT	13	2	0		15	0	5		4	21	25	16%			8	33	28	40	
FLYONE	PACT	4	0	0		4	200	0		0	3	3	0%			0	3	5	4	
FREEBIRD AIRLINES	PACT	0	0	0		0	0	0		1	2	3	33%			1	4	0	4	
GARUDA INDONESIA	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
GULF AIR	PACT	13	2	0		15	117	1		5	3	8	63%			3	11	29	24	
HAINAN AIRLINES	PACT	2	0	0		2	50	0		3	0	3	100%			0	3	6	7	
IBERIA	PACT	32	2	0		34	149	4		42	12	54	78%			6	60	37	59	
ICELANDAIR	PACT	2	0	0		2	19	0		1	0	1	100%			0	1	5	4	
INDIGO AIRLINES	PACT	0	0	0		0	0	0		1	1	2	50%			0	2	3	3	
ISLES OF SCILLY SKYBUS	PACT	2	0	0		2	0	0		1	0	1	100%			0	1	1	0	
ISRAIR	PACT	1	0	0		1	45	0		0	0	0	0%			0	0	1	0	
ITA AIRWAYS	PACT	2	4	0		6	72	1		9	7	16	56%			2	18	11	20	
JAPAN AIRLINES	PACT	1	0	0		1	15	1		1	0	1	100%			1	2	0	0	
JET2.COM LTD	PACT	48	0	2		50	19	3		11	78	89	12%			4	93	120	160	
JETBLUE	PACT	3	0	0		3	48	0		0	2	2	0%			0	2	1	1	
JUNEYAO AIRLINES	PACT	2	0	0		2	94	0		1	0	1	100%			1	2	4	4	
KENYA AIRWAYS	PACT	15	0	0		15	420	1		7	20	27	26%			2	29	19	33	
KOREAN AIR	PACT	0	0	0		0	0	0		3	0	3	100%			0	3	0	3	
KUWAIT AIRWAYS	PACT	2	0	0		2	24	1		5	1	6	83%			1	7	4	8	
LATAM AIRLINES BRASIL	PACT	1	0	0		1	15	1		2	0	2	100%			1	3	2	3	
LIVERPOOL (JOHN LENNON)	PACT	0	0	1		1	0	0		0	0	0	0%			0	0	1	0	
LOGANAIR LTD	PACT	3	0	0		3	13	0		1	3	4	25%			1	4	1	0	
LOT-POLISH AIRLINES	PACT	9	0	0		9	124	1		5	3	8	63%			1	9	14	13	
LUFTHANSA	PACT	6	0	0		6	10	1		7	3	10	70%			1	11	9	14	
LUXAIR	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	4	4	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	4	0	0		4	48	0		6	3	9	67%			0	9	5	10	
MALETH AERO	PACT	5	0	0		5	0	0		0	20	20	0%			0	20	7	22	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
NORSE ATLANTIC	PACT	200	0	0		200	0	4		202	4	206	98%			4	210	118	126	
NORWEGIAN AIR SHUTTLE	PACT	32	0	0		32	161	4		52	19	71	73%			4	75	49	88	
NORWEGIAN AIR SWEDEN AOC	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
NOUVEL AIR TUNISIE	PACT	0	0	0		0	0	0		0	1	1	0%			1	1	0	1	
OMAN AIR	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
PAKISTAN INTL AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	1	
PEGASUS AIRLINES	PACT	13	1	0		14	47	2		11	10	21	52%			3	24	24	32	
PLAY	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	2	2	
QANTAS	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
QATAR AIRWAYS	PACT	52	4	1		57	70	4		66	54	120	55%			9	129	132	200	
ROYAL AIR MAROC	PACT	2	2	0		4	80	2		1	15	16	6%			4	20	12	26	
ROYAL JORDANIAN	PACT	2	0	0		2	40	1		0	0	0	0%			1	1	3	1	
RWANDAIR	PACT	3	0	0		3	113	2		1	1	2	50%			1	4	1	1	
RYANAIR	PACT	0	0	1		1	0	3		1	6	7	100%			1	8	1	4	
SATA AIR ACORES	PACT	1	0	0		1	0	0		0	0	0	0%			0	0	1	0	
SAUDI ARABIAN AIRLINES	PACT	13	2	0		15	48	5		4	21	25	16%			8	33	28	40	
SHENZHEN AIRLINES	PACT	2	1	0		3	121	0		0	0	0	0%			0	0	3	0	
SINGAPORE AIRLINES	PACT	5	1	0		6	24	0		2	1	3	67%			0	3	8	5	
SKY EXPRESS SA	PACT	2	0	0		2	84	0		4	1	5	80%			1	6	5	6	
SRILANKAN AIRLINES	PACT	39	0	1		40	65	0		22	7	29	76%			1	30	39	28	
SUN EXPRESS DEUTSCHLAND	PACT	18	1	1		20	0	0		11	6	17	65%			1	18	22	20	
SWISS AIRLINES	PACT	1	0	0		1	3	0		3	0	3	100%			1	4	2	4	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	1	0		1	0	0		0	0	0	0%			0	0	1	0	
TAROM	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	2	3	
THAI AIRWAYS INTERNATIONAL	PACT	2	0	0		2	19	1		2	1	3	67%			1	4	2	3	
THY TURKISH AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	1	1	
TIANJIN AIRLINES	PACT	1	0	0		1	60	0		0	0	0	0%			1	1	1	1	
TITAN AIRWAYS LTD	PACT	1	0	0		1	35	0		0	0	0	0%			0	0	3	2	
TRANSAVIA	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	1	3	
TUI AIRWAYS LTD	PACT	0	0	0		0	0	1		0	1	1	0%			1	2	0	1	
TUNISAIR	PACT	0	0	0		0	0	0		2	2	4	50%			1	5	2		
UNITED AIRLINES	PACT	10	0	0		10	20	1		3	7	10	30%			1	11	21	27	
VIETNAM AIRLINES	PACT	3	1	0		4	0	1		0	0	0	0%			1	1	3	0	
VISTARA	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	2	4	
VOLOTEA	PACT	0	0	0		0	0	0		2	0	2	100%			0	2	0	2	
VUELING AIRLINES	PACT	15	0	0		15	21	0		42	22	64	66%			0	64	31	80	
WEST JET AIRLINES	PACT	1	0	0		1	19	1		1	0	1	100%			3	4	3	5	
Total	**PACT**	**779**	**48**	**9**	**0**	**836**		**87**	**0**	**757**	**528**	**1,285**	**59%**			**151**	**1,436**	**1,311**	**1,821**	

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