		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	1	0	0	3	4	130	0	0	0	0	0	0%	£0	£0	1	1	10	7	1
AIR BALTIC	CDRL	6	1	0	2	9	151	1	1	0	6	7	14%	£18	£18	5	12	30	32	2
AIR CANADA	CDRL	71	2	0	18	91	152	33	12	5	11	28	61%	£9,530	£561	46	74	201	151	
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	317	34	0	95	446	222	87	28	148	144	320	55%	£93,444	£531	140	460	1,480	1,407	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	38	1	0	8	47	127	8	3	20	12	35	66%	£13,253	£576	18	53	305	303	2
ASIANA AIRLINES	CDRL	4	0	0	3	7	91	3	0	0	0	0	0%	£0	£0	3	3	14	7	3
DELTA AIRLINES	CDRL	12	0	0	14	26	25	16	3	5	3	11	73%	£5,233	£654	23	34	80	72	
EAST MIDLANDS INTERNATIONAL	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	1	1	
EASYJET	CDRL	2,157	32	0	167	2,356	159	322	64	196	780	1,040	25%	£149,370	£575	1,355	2,395	5,986	5,703	36
EGYPTAIR	CDRL	30	4	0	12	46	317	25	0	12	5	17	71%	£12,704	£1,059	36	53	118	100	22
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	2	3	0	1	0	0	0	0	0%	£0	£0	1	1	5	2	
LONDON CITY	CDRL	1	0	0	3	4	1	11	0	0	0	0	0%	£0	£0	16	16	6	7	
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	0	0	853	852	
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	0	0	0	1	1	0	0	0	0	0	0	0%	£0	£0	0	0	6	6	
RYANAIR	CDRL	4,502	227	0	391	5,120	308	437	158	705	1,373	2,236	39%	£431,072	£500	1,243	3,479	10,758	8,680	103
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	92	11	0	108	211	179	69	12	30	29	71	59%	£31,847	£758	131	202	579	500	2
TUI AIRWAYS LTD	CDRL	1,076	6	0	24	1,106	315	18	23	53	217	293	26%	£58,176	£765	227	520	2,423	1,821	
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	126	5	0	14	145	90	3	5	39	67	111	40%	£61,704	£1,402	56	167	514	533	2
WIZZ AIR	CDRL	1,544	45	0	304	1,893	537	1,043	333	677	624	1,634	62%	£781,449	£774	1,574	3,208	6,253	6,565	4
BRISTOL	CEDR	1	2	0	2	5	1	17	0	0	2	2	0%	£0	£0	18	20	4	2	
BRITISH AIRWAYS PLC	CEDR	1,473	245	14	118	1,850	143	687	936	439	629	2,004	69%	£1,104,390	£803	781	2,785	1,266	1,514	
CATHAY PACIFIC AIRWAYS	CEDR	5	0	0	3	8	17	5	3	4	6	13	54%	£4,730	£676	8	21	6	14	
GATWICK	CEDR	4	1	0	6	11	0	47	0	0	1	1	0%	£0	£0	53	54	10	6	
HEATHROW	CEDR	2	3	0	3	8	0	29	1	1	3	5	40%	£530	£265	32	37	6	6	
MANCHESTER	CEDR	2	0	0	0	2	0	12	1	2	1	4	75%	£151	£50	13	17	5	6	
SAS	CEDR	5	0	0	1	6	11	0	3	1	1	5	80%	£6,259	£1,565	4	9	5	8	
STANSTED	CEDR	0	0	0	1	1	0	10	0	1	0	1	100%	£300	£300	11	12	1	2	
Total	CDRL	**9,978**	**368**	**0**	**1,169**	**11,515**		**2,077**	**642**	**1,890**	**3,271**	**5,803**	**44%**	**£1,647,800**	**£651**	**4,875**	**10,678**	**30,115**	**27,201**	**178**
Total	CEDR	**1,492**	**251**	**14**	**134**	**1,891**		**807**	**944**	**448**	**645**	**2,035**	**68%**	**£1,116,360**	**£802**	**920**	**2,955**	**1,301**	**1,559**	**0**
AEGEAN AIRLINES	PACT	7	0	0		7	52	0		4	1	5	80%			0	5	16	14	
AER LINGUS	PACT	24	1	0		25	22	8		32	40	72	44%			14	86	81	137	
AEROITALIA	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	1	1	
AEROMEXICO	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
AIR ALGERIE	PACT	1	0	0		1	33	0		3	0	3	100%			0	3	3	3	
AIR ARABIA MAROC	PACT	1	0	0		1	90	1		3	1	4	75%			1	5	3	6	
AIR CHINA	PACT	0	0	0		0	0	1		0	6	6	0%			1	7	0	6	
AIR DOLOMITI	PACT	0	0	0		0	0	0		1	1	2	50%			0	2	0	2	
AIR EUROPA	PACT	4	0	0		4	68	0		11	0	11	100%			0	11	7	14	
AIR FRANCE / KLM	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
AIR HORIZONT	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
AIR INDIA	PACT	37	5	0		42	106	5		6	38	44	14%			5	49	58	60	
AIR MAURITIUS LTD	PACT	4	0	0		4	99	1		5	1	6	83%			1	7	5	7	
AIR NEW ZEALAND LTD	PACT	1	0	0		1	0	0		0	0	0	0%			0	0	1	0	
AIR PEACE	PACT	1	0	0		1	27	1		1	1	2	50%			1	3	4	5	
AIR SERBIA	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
AIR TRANSAT	PACT	1	1	0		2	18	0		1	2	3	33%			0	3	1	2	
AJET	PACT	6	0	0		6	77	4		1	10	11	9%			5	16	6	12	
ALBA STAR	PACT	1	0	0		1	132	0		1	1	2	50%			0	2	3	4	
AMERICAN AIRLINES	PACT	13	2	0		15	15	4		3	4	7	43%			7	14	34	30	
ARKIA	PACT	4	0	0		4	7,874	0		0	10	10	0%			0	10	3	5	
ATLANTIC AIRWAYS	PACT	1	0	0		1	173	0		0	0	0	0%			0	0	1	0	
AURIGNY AIR SERVICES	PACT	4	0	0		4	27	0		3	2	5	60%			0	5	8	9	
AVIANCA COLOMBIA	PACT	6	1	0		7	163	0		0	7	7	0%			1	8	8	9	
AZERBAIJAN AIRLINES (AZAL)	PACT	1	0	0		1	48	0		1	0	1	100%			0	1	1	1	
BAMBOO AIRWAYS	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	0	2	
BEIJING CAPITAL AIRLINES	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
BIMAN BANGLADESH AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
BIRMINGHAM	PACT	0	0	1		1	0	0		0	0	0	0%			0	0	1	0	
BLUE ISLANDS LIMITED	PACT	1	0	0		1	10	2		2	1	3	67%			2	5	0	2	
BRITISH AIRWAYS PLC	PACT	0	0	0		0	0	3		0	0	0	0%			3	3	0	0	
BRUSSELS AIRLINES	PACT	1	0	0		1	7	1		0	0	0	0%			1	1	2	1	
BULGARIA AIR	PACT	1	0	0		1	81	0		0	0	0	0%			0	0	2	1	
CHINA AIRLINES	PACT	0	0	0		0	0	0		0	0	0	0%			0	3	0	3	
CHINA EASTERN AIRLINES	PACT	5	0	0		5	36	0		0	8	8	0%			0	8	5	8	
CHINA SOUTHERN	PACT	0	0	0		0	0	0		0	3	3	0%			1	4	2	6	
CORENDON AIRLINES	PACT	4	0	0		4	50	3		4	1	5	80%			3	8	6	7	
DAN AIR	PACT	7	0	0		7	1,098	0		0	7	7	0%			0	7	10	10	
DIRECTFLIGHT DBA AIRTASK GROUP	PACT	1	0	0		1	0	0		0	0	0	0%			0	0	1	0	
EASTERN AIRWAYS	PACT	11	0	0		11	297	1		5	1	6	83%			1	7	13	8	
EASYJET	PACT	0	0	0		0	0	3		0	0	0	0%			3	3	0	0	
EDELWEISS AIR	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
EL AL	PACT	2	0	0		2	19	2		1	4	5	20%			2	7	5	10	
EMERALD AIRLINES	PACT	4	0	0		4	62	1		2	11	13	15%			1	14	12	20	
EMIRATES	PACT	16	1	0		17	13	4		10	37	47	21%			6	53	47	81	
ENTER AIR	PACT	0	0	0		0	0	0		0	3	3	0%			0	3	0	3	
ETHIOPIAN AIRLINES	PACT	3	1	0		4	39	0		0	5	5	0%			0	5	8	9	
ETIHAD AIRWAYS	PACT	18	1	0		19	54	2		9	17	26	35%			5	31	41	51	
EVA AIR	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
FINNAIR	PACT	5	1	1		7	35	1		4	6	10	40%			1	11	20	23	
FLYADEAL	PACT	17	4	0		21	0	5		12	11	23	52%			6	29	37	40	
FLYERBIL	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
FLYMONTSERRAT	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
FLYONE	PACT	3	1	0		4	148	0		0	4	4	0%			0	4	5	5	
GULF AIR	PACT	6	0	0		6	42	3		5	11	16	26%			6	22	21	34	
HAINAN AIRLINES	PACT	5	0	0		5	78	0		3	3	6	50%			0	6	9	11	
HISKY	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
IBERIA	PACT	9	0	0		9	36	5		20	7	27	74%			12	39	28	53	
ICELANDAIR	PACT	1	0	0		1	7	0		1	2	3	33%			0	3	3	5	
INDIGO AIRLINES	PACT	1	1	0		2	0	0		0	2	2	0%			0	2	7	7	
ISLES OF SCILLY SKYBUS	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
ISRAIR	PACT	1	0	0		1	49	1		0	2	2	0%			1	3	1	2	
ITA AIRWAYS	PACT	4	1	0		5	49	0		6	5	11	55%			0	11	6	11	
JET2.COM LTD	PACT	65	0	1		66	11	6		14	87	101	14%			8	109	130	169	
JETBLUE	PACT	4	0	0		4	41	2		3	1	4	75%			2	6	7	7	
JUNEYAO AIRLINES	PACT	1	0	0		1	53	0		0	0	0	0%			0	0	5	7	
KENYA AIRWAYS	PACT	7	1	0		8	207	0		1	20	21	5%			0	21	13	28	
KOREAN AIR	PACT	0	0	0		0	0	0		2	0	2	100%			0	2	0	2	
KUWAIT AIRWAYS	PACT	0	0	0		0	0	0		0	4	4	0%			0	4	0	4	
LATAM AIRLINES BRASIL	PACT	6	0	0		6	85	1		1	2	3	33%			1	4	8	5	
LIVERPOOL (JOHN LENNON)	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
LOGANAIR LTD	PACT	14	0	0		14	38	2		5	6	11	63%			0	11	21	19	
LOT POLISH AIRLINES	PACT	2	1	0		3	36	0		5	2	7	71%			0	7	19	23	
LUFTHANSA	PACT	9	0	0		9	10	1		9	4	13	69%			2	15	15	19	
LUXAIR	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	3	4	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	5	0	0		5	59	0		3	0	3	100%			1	4	7	6	
MALETH AERO	PACT	1	0	0		1	0	0		0	8	8	0%			0	8	4	11	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
NORSE ATLANTIC	PACT	130	3	0		133	0	11		119	53	172	69%			11	183	162	203	
NORWEGIAN AIR SHUTTLE	PACT	19	1	0		20	59	1		26	20	46	57%			4	50	39	79	
NOUVEL AIR TUNISIE	PACT	2	0	0		2	156	0		0	1	1	0%			0	1	2	1	
OMAN AIR	PACT	1	0	0		1	25	1		0	0	0	0%			1	1	1	0	
PEGASUS AIRLINES	PACT	11	1	0		12	36	3		9	5	14	64%			4	18	35	38	
PLAY	PACT	1	0	0		1	36	3		2	1	3	67%			5	8	6	2	
PRECISION AIR SERVICES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
QANTAS	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
QATAR AIRWAYS	PACT	78	4	1		83	102	17		42	74	116	36%			22	138	136	174	
ROYAL AIR MAROC	PACT	6	1	0		7	124	1		1	13	14	7%			4	18	12	22	
ROYAL JORDANIAN	PACT	3	0	0		3	60	0		0	6	6	0%			0	6	2	6	
RWANDAIR	PACT	1	3	0		4	139	3		0	2	2	0%			3	5	8	6	
RYANAIR	PACT	0	0	2		2	0	2		0	1	1	0%			2	3	1	0	
SATA AIR AÇORES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
SAUDI ARABIAN AIRLINES	PACT	17	4	0		21	67	5		12	11	23	52%			6	29	37	40	
SHENZHEN AIRLINES	PACT	1	0	0		1	38	0		0	2	2	0%			1	3	9	7	
SINGAPORE AIRLINES	PACT	3	0	0		3	10	0		5	2	7	71%			0	7	7	9	
SKY EXPRESS SA	PACT	1	0	0		1	42	0		1	4	5	20%			0	5	2	8	
SRILANKAN AIRLINES	PACT	13	0	0		13	265	0		23	18	41	56%			0	41	30	48	
SUN EXPRESS DEUTSCHLAND	PACT	6	2	2		10	0	1		5	14	19	26%			1	20	21	30	
SWISS AIRLINES	PACT	4	0	0		4	10	0		2	0	2	100%			0	2	5	3	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
TAROM	PACT	1	0	0		1	0	0		0	2	2	0%			0	2	1	2	
THAI AIRWAYS INTERNATIONAL	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	3	3	
TIANJIN AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
TITAN AIRWAYS LTD	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	2	3	
TRANSAVIA	PACT	0	0	0		0	0	1		0	2	2	0%			1	2	0	1	
TUNISAIR	PACT	2	0	0		2	117	1		2	2	4	50%			1	5	5	3	
UNITED AIRLINES	PACT	11	0	0		11	16	1		8	4	12	67%			1	13	26	26	
VIETNAM AIRLINES	PACT	3	0	0		3	0	0		1	3	4	25%			0	4	4	5	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0		0	0	1		0	0	0	0%			2	2	0	1	
VISTARA	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
VUELING AIRLINES	PACT	31	8	0		39	40	2		17	14	31	55%			3	34	9	9	
WEST JET AIRLINES	PACT	1	0	0		1	10	0		2	1	3	67%			0	3	0	0	
WIDEROE FLYVESELSKAP A/S	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	0	
WIZZ AIR	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
ZAMBIA AIRWAYS	PACT	1	0	0		1	0	0		0	0	0	0%			0	0	0	0	
Total	**PACT**	**704**	**50**	**8**	**0**	**762**		**136**	**0**	**483**	**678**	**1,161**	**42%**			**184**	**1,345**	**1,301**	**1,764**	