

ADR entity name / Airline / Airport Name	Complaints Received in Period										Complaints Resolved in Period										Ongoing cases															
	Complaints received Reg 201		Complaints received others		Complaints received awaiting categorization		Total cases		Complaints per million		Total cases opened & rejected		Remedy awarded - Settled by Airline		Remedy awarded - Settled by passenger		No remedy awarded - In favour of airline/airport		Total cases adjudicated		Uphold rate for consumers		Average award		Cases rejected or discontinued		Total cases closed		Open cases at the END of Period		Open cases at the START of Period		Overdue payments at the end of the Period			
	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received	received			
AIR ASTANA	CDRL	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	0			
AIR BALTIC	CDRL	6	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			
AIR CANADA	CDRL	71	2	0	0	18	91	152	33	7	5	11	23	52	58,857	5,971	40	63	314	256	441	2154	2066	1	1	1	1	1	1	1	1	1	1			
AIR FRANCE / KLM	CDRL	317	34	0	0	95	446	252	87	22	146	144	314	54	591,452	5,938	127	441	2154	2066	1	1	1	1	1	1	1	1	1	1	1	1	1	1		
AIR PORTUGAL	CDRL	38	1	0	0	6	47	127	6	3	20	12	35	60	113,253	5,976	15	51	269	386	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
ASIANA AIRLINES	CDRL	4	0	0	0	5	7	7	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		
DELTA AIRLINES	CDRL	12	0	0	0	14	26	25	16	2	5	3	10	70	54,933	5,905	21	31	124	113	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
EAST MIDLANDS INTERNATIONAL	CDRL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
EVYAIR	CDRL	2157	32	0	0	167	2356	189	222	47	196	700	1023	24	143,234	5,985	514	1838	936	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
EGYPTAIR	CDRL	30	4	0	0	12	46	317	25	0	12	5	17	71	112,704	5,959	30	47	132	108	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
GARUDA INDONESIA	CDRL	1	0	0	0	2	3	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	
LONDON CITY	CDRL	1	0	0	0	3	4	1	11	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	CDRL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
ROYAL BRUNEI AIRLINES	CDRL	0	0	0	0	1	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	CDRL	4502	227	0	0	391	5120	308	437	131	705	1373	2209	38	5421,374	5,944	722	2931	16718	14092	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SOUTH AFRICAN AIRWAYS	CDRL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
THY TURKISH AIRLINES	CDRL	92	11	0	0	109	211	179	69	5	30	20	64	55	228,027	5,901	118	177	810	707	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
TY AIRWAYS LTD	CDRL	1078	6	0	0	24	1084	315	18	17	53	217	287	24	53,058	5,978	65	352	3609	2837	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	128	5	0	0	14	145	90	23	3	39	67	109	39	590,322	5,140	17	126	800	584	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
WIZZ AIR	CDRL	1544	45	0	0	384	1883	537	184	189	877	624	1496	6	552,981	5,994	1211	2803	14228	14093	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BRISTOL	CDRL	1	2	0	0	2	3	1	17	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	CDRL	1473	245	14	118	118	1850	143	687	938	439	629	2004	69	1,104,390	5,903	781	2785	1260	1514	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CATHAY PACIFIC AIRWAYS	CDRL	5	0	0	0	0	5	17	5	3	4	6	13	54	54,720	5,976	21	21	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CATWICK	CDRL	4	1	0	0	0	5	11	47	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	CDRL	2	3	0	0	0	5	8	0	29	1	1	3	5	40	530	5,988	30	37	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MANCHESTER	CDRL	2	0	0	0	0	2	0	12	1	2	1	4	75	1151	5,950	13	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SAS	CDRL	5	0	0	0	0	5	11	0	3	1	1	5	80	59,259	5,958	4	9	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
STANSTED	CDRL	0	0	0	0	0	0	1	0	10	0	1	0	100	5300	5,900	11	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	CDRL	9,978	368	14	1,169	11,515	1,891	2077	887	428	1,890	3,271	5,587	41	1,358,195	5,986	3004	8591	48570	43569	178	178	178	178	178	178	178	178	178	178	178	178	178	178	178	178
Total	CDRL	1,492	251	14	134	1,691	1,891	2077	887	944	1,890	448	6,213	2,035	68	1,116,360	5,992	920	2595	1301	1558	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0