

ADR entity name / airline / Airport Name	Complaints Received in Period										Complaints Resolved in Period										Ongoing Cases		
	Complaints received 9/21	Complaints received where	Complaints received 18/7	Complaints received awaiting categorisation	Total cases opened	Total cases per million opened	Total cases opened & resolved	Remedy awarded - Settled by airline	Remedy awarded - Adjudicated in favour of passenger	No remedy awarded - Adjudicated in favour of airline/airline	Total cases resolved	% of cases resolved per consumer	Total awarded amount	Average award	Cases reopened or discounted	Total cases resolved	Open cases at the END of Period	Open cases at START of Period	Overdue payments at the end of the period				
																				Complaints received 18/7	Total cases opened	Total cases opened & resolved	Total cases resolved
AR ASTANA	0	0	0	0	1	14	2	0	0	0	0	0	0	0	0	0	0	0	0	1			
AIR BALIC	12	1	0	0	1	14	268	6	6	4	0	10	100%	€5,600	€560	11	21	29	30				
AIR CANADA	0	0	0	0	4	102	185	27	21	27	24	72	67%	€48,945	€1,032	58	130	197	201				
AIR CHINA	69	3	0	0	4	778	450	172	33	281	204	418	51%	€111,547	€521	380	811	1,618	1,480				
AIR FRANCE / KLM	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
AIR INDIA	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
AIR MAURITIUS LTD	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
AIR PORTUGAL	52	5	0	0	6	62	188	36	1	8	10	34	38%	€5,859	€591	3	58	125	300				
ASIANA AIRLINES	3	0	0	0	0	3	58	3	0	1	1	2	50%	€520	€520	9	11	9	14				
DELTA AIRLINES	21	5	0	0	3	29	47	7	0	6	6	12	50%	€2,576	€428	3	45	71	80				
EAST MIDLANDS INTERNATIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
EASYJET	2,218	47	0	0	50	2,315	1,496	317	101	424	1,798	2,325	23%	€278,811	€531	717	3,040	5,576	5,886				
EGYPTAIR	27	12	0	0	2	41	326	17	0	16	14	30	53%	€13,867	€807	48	78	98	118				
EMIRATES	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
FLYBE LTD	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
GARUDA INDONESIA	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
LONDON CITY	9	0	0	0	1	10	10	2	0	0	0	0	0%	€0	€0	5	5	13	16				
NORWEGIAN AIRLIFT LTD	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				
ROYAL BRUNEI AIRLINES	1	1	0	0	1	3	110	1	0	0	0	0	0%	€0	€0	2	2	2	2				
RYANAIR	3,550	261	0	0	70	3,881	2,381	420	179	1,413	2,648	4,240	38%	€796,420	€500	1,267	5,507	9,552	10,750				
SOUTH AFRICAN AIRWAYS	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
THY TURKISH AIRLINES	148	5	0	0	12	165	230	102	11	49	81	141	43%	€43,101	€718	300	444	401	578				
TUI AIRWAYS LTD	783	10	0	0	27	820	360	21	11	68	242	349	24%	€56,117	€728	129	448	2,817	2,420				
WIRGIN ATLANTIC AIRWAYS LTD	5	145	5	0	2	152	192	7	6	68	68	206	30%	€56,930	€748	68	313	361	150				
WIZZ AIR	1,878	75	0	0	72	2,025	600	744	213	985	1,173	2,371	51%	€775,569	€647	1,540	3,020	5,140	6,250				
BRISTOL	1	0	0	0	0	1	0	0	0	0	0	0	0%	€0	€0	14	15	2	4				
BRITISH AIRWAYS PLC	1,575	241	39	0	88	1,848	141	511	939	325	473	1,737	73%	€1,061,479	€540	629	2,369	1,599	1,200				
CATHAY PACIFIC AIRWAYS	16	0	0	0	1	17	62	5	3	2	14	14	33%	€2,950	€536	0	0	0	0				
GATWICK	1	0	0	0	1	2	0	0	0	0	0	0	0%	€0	€0	38	38	3	10				
HEATHROW	0	0	0	0	2	2	0	0	0	0	0	0	0%	€0	€0	42	45	2	0				
MANCHESTER	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	13	19	3	0				
SAS	20	3	0	0	0	23	49	7	7	2	6	11	60%	€6,480	€720	6	23	12	2				
STANSTED	2	0	0	0	0	2	0	0	0	0	0	0	0%	€0	€0	11	11	2	1				
<b>Total</b>	<b>9,621</b>	<b>491</b>	<b>0</b>	<b>298</b>	<b>10,411</b>	<b>1,867</b>	<b>582</b>	<b>3,348</b>	<b>6,376</b>	<b>10,238</b>	<b>38%</b>	<b>€2,246,462</b>	<b>€547</b>	<b>4,637</b>	<b>14,843</b>	<b>27,531</b>	<b>38,116</b>	<b>124</b>					
<b>Total</b>	<b>1,615</b>	<b>244</b>	<b>39</b>	<b>99</b>	<b>1,997</b>	<b>631</b>	<b>949</b>	<b>335</b>	<b>483</b>	<b>1,767</b>	<b>73%</b>	<b>€1,071,314</b>	<b>€394</b>	<b>765</b>	<b>2,532</b>	<b>1,987</b>	<b>1,380</b>	<b>0</b>					
AGENZIA AIRLINES	2	0	0	0	2	1	0	0	4	4	0	0	50%	€0	€0	0	8	15	21				
AER LINGUS	33	3	0	0	36	30	4	0	43	38	81	53%	€0	€0	0	86	55	101					
AEROTIALIA	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	1	0	0	0				
AEROLINEAS ARGENTINAS	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	1	0	0	0				
AERONAVIO	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	7	0	0	0				
AIR ALGERIE	6	0	0	0	6	189	0	0	4	4	0	0	0%	€0	€0	4	6	4	4				
AIR ARABIA MAROC	3	0	0	0	3	242	0	0	2	1	0	0	67%	€0	€0	3	3	3	3				
AIR CHINA	3	2	0	0	5	21	2	0	0	0	0	0	0%	€0	€0	2	2	2	2				
AIR DOLOMITI	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	1	0	0	0				
AIR EUROPA	0	0	0	0	0	0	0	0	6	0	0	0	100%	€0	€0	1	7	3	10				
AIR FRANCE / KLM	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	1	0	0	0				
AIR INDIA	20	4	0	0	24	24	157	1	0	22	157	157	64%	€4	€4	57	43	72	72				
AIR MAURITIUS LTD	8	1	0	0	9	231	1	0	9	0	0	0	100%	€0	€0	1	10	11	11				
AIR NEW ZEALAND LTD	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	1	1	1	1				
AIR PEGASUS	5	0	0	0	5	114	0	0	2	0	0	0	100%	€0	€0	3	9	7	8				
AIR SERBIA	1	0	0	0	1	0	0	0	1	0	0	0	100%	€0	€0	1	1	1	1				
AIR TRANSAT	0	0	0	0	0	0	0	0	1	1	0	0	0%	€0	€0	1	2	2	2				
AJET	6	1	0	0	7	60	1	0	0	12	12	0	0%	€0	€0	4	16	10	18				
ALBA STAR	4	0	0	0	4	288	0	0	0	0	0	0	0%	€0	€0	3	5	3	5				
ALL NIPPON AIRWAYS	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	1	0	0	0				
AMERICAN AIRLINES	12	1	0	0	13	12	1	0	25	5	30	83%	€0	€0	4	34	27	47					
ARJUN	5	0	0	0	5	33	0	0	0	3	0	0	0%	€0	€0	0	3	5	5				
ATLANTIC AIRWAYS	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
AURIGNY AIR SERVICES	3	0	0	0	3	18	1	0	0	2	3	0	40%	€0	€0	1	6	6	6				
AUSTRIAN AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
AVIANCA COLOMBIA	10	0	0	0	10	201	1	0	9	10	0	0	50%	€0	€0	12	12	12	12				
AZERBAIJAN AIRLINES (AZAL)	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	1	1	2	2				
BATIK AIR MALAYSIA	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
BEIJING CAPITAL AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
BHIMAN BANGALOKESH AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	0	0	0				
BIRMINGHAM	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	0	1	0	0				
BRUSSELS AIRLINES	0	0	0	0	0	0	0	0	1	0	0	0	100%	€0	€0	1	2	1	0				
BULGARIA AIR	0	0	0	0	0	0	0	0	0	0	0	0	0%	€0	€0	2	2	0	0				
CAYMAN AIRWAYS	1	0	0	0	1	0	0	0	0	0	0	0	0%	€0	€0	0	1	0	0				
CHINA AIRLINES	1	0	0	0	1	29	0	0	0	0	0	0	0%	€0	€0	1	1	1	1				
CHINA EASTERN AIRLINES	2	0	0	0	2																		