		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	0	0	1	1	0	2	0	1	1	2	50%	£9	£9	3	5	6	8	
AIR BALTIC	CDRL	16	0	0	2	18	379	6	4	4	8	16	50%	£5,089	£636	8	24	29	29	1
AIR CANADA	CDRL	55	4	0	17	76	144	46	9	33	42	84	50%	£34,273	£816	79	163	156	197	
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	1,111	111	0	284	1,506	791	452	60	251	260	571	54%	£155,981	£500	573	1,144	2,441	1,627	
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	43	3	0	14	60	198	19	1	48	42	91	54%	£30,327	£619	33	124	280	325	
ASIANA AIRLINES	CDRL	2	0	0	3	5	49	0	0	0	5	5	0%	£0	£0	2	7	7	9	4
DELTA AIRLINES	CDRL	21	1	0	11	33	53	21	1	18	7	26	73%	£23,959	£1,261	30	56	70	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	2,352	34	0	166	2,552	199	535	96	691	2,230	3,017	26%	£444,833	£565	731	3,748	4,968	5,629	44
EGYPTAIR	CDRL	27	6	0	18	51	272	39	0	32	15	47	68%	£26,402	£825	54	101	89	100	52
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	2	0	0	0	2	0	2	0	0	1	1	0%	£0	£0	2	3	3	2	
LONDON CITY	CDRL	0	0	0	18	18	0	1	0	0	2	2	0%	£0	£0	7	9	23	13	
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	5	1	0	1	7	381	1	0	3	1	4	75%	£3,520	£1,173	3	7	10	9	
RYANAIR	CDRL	4,111	355	0	165	4,631	349	1,173	117	1,907	4,257	6,281	32%	£774,561	£383	1,516	7,797	7,658	9,651	4
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	117	17	0	122	256	243	91	10	53	63	126	50%	£60,042	£955	136	262	487	402	6
TUI AIRWAYS LTD	CDRL	746	6	0	64	816	387	55	16	120	556	692	20%	£97,111	£714	218	910	2,782	2,821	1
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	200	18	0	10	228	154	32	13	40	125	178	30%	£56,026	£1,057	49	227	397	364	
WIZZ AIR	CDRL	1,814	94	0	215	2,123	714	1,111	124	939	1,288	2,351	45%	£580,384	£546	1,297	3,648	4,770	5,184	12
BRISTOL	CEDR	2	0	0	0	2	1	17	0	0	2	2	0%	£0	£0	17	19	2	2	
BRITISH AIRWAYS PLC	CEDR	1,513	244	22	66	1,845	154	711	908	252	537	1,697	68%	£1,013,802	£874	832	2,529	1,386	1,359	
CATHAY PACIFIC AIRWAYS	CEDR	21	1	0	0	22	74	11	9	3	4	16	75%	£10,864	£905	12	28	19	14	
GATWICK	CEDR	1	0	0	0	1	0	43	0	2	0	2	100%	£100	£50	44	46	1	3	
HEATHROW	CEDR	5	0	0	1	6	0	42	0	0	0	0	0%	£0	£0	44	44	4	2	
MANCHESTER	CEDR	2	0	0	0	2	0	20	0	1	1	2	50%	£40	£40	22	24	1	3	
SAS	CEDR	24	5	0	1	30	69	13	15	4	1	20	95%	£8,718	£459	13	33	22	12	
STANSTED	CEDR	2	0	0	0	2	0	8	1	1	1	3	67%	£615	£308	8	11	1	2	
Total	**CDRL**	**10,622**	**650**	**0**	**1,111**	**12,383**		**3,586**	**451**	**4,140**	**8,903**	**13,494**	**34%**	**£2,292,517**	**£498**	**4,741**	**18,235**	**25,482**	**27,748**	**124**
Total	**CEDR**	**1,570**	**250**	**22**	**68**	**1,910**		**865**	**933**	**263**	**546**	**1,742**	**69%**	**£1,034,139**	**£865**	**992**	**2,734**	**1,438**	**1,397**	**0**
AEGEAN AIRLINES	PACT	4	2	0		6	42	2		5	7	12	42%			2	14	10	16	
AER LINGUS	PACT	66	7	0		73	69	10		33	21	54	61%			14	68	99	83	
AEROMEXICO	PACT	0	2	0		2	45	0		2	2	4	50%			0	4	6	8	
AIR ALGERIE	PACT	1	0	0		1	38	1		3	1	4	75%			1	5	3	6	
AIR ARABIA MAROC	PACT	1	0	0		1	101	0		0	1	1	0%			0	1	3	3	
AIR CHINA	PACT	7	2	0		9	52	0		0	5	5	0%			0	5	12	8	
AIR DOLOMITI	PACT	4	0	0		4	112	0		1	0	1	100%			0	1	4	1	
AIR EUROPA	PACT	6	0	0		6	103	0		3	0	3	100%			1	4	8	6	
AIR FRANCE / KLM	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
AIR INDIA	PACT	55	3	0		58	153	1		8	51	59	14%			4	63	67	70	
AIR MAURITIUS LTD	PACT	6	2	0		8	218	0		4	2	6	67%			0	6	17	12	
AIR NEW ZEALAND LTD	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	0	
AIR PEACE	PACT	5	0	0		5	84	2		5	2	7	71%			2	9	6	8	
AIR SERBIA	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
AIR SIERRA LEONE	PACT	2	0	0		2	0	0		0	0	0	0%			0	0	2	0	
AIR TRANSAT	PACT	3	0	0		3	44	0		1	1	2	50%			0	2	4	3	
AJET	PACT	8	2	0		10	108	0		0	11	11	0%			0	11	12	12	
ALBA STAR	PACT	5	0	0		5	4,965	0		1	6	7	14%			0	7	2	5	
AMERICAN AIRLINES	PACT	15	2	0		17	26	2		14	5	19	74%			3	22	29	33	
ARKIA	PACT	4	0	0		4	253	0		0	4	4	0%			0	4	6	7	
ATLANTIC AIRWAYS	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
AURIGNY AIR SERVICES	PACT	6	0	0		6	42	1		0	3	3	0%			1	4	9	6	
AUSTRIAN AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
AVIANCA COLOMBIA	PACT	5	1	0		6	132	1		0	10	10	0%			2	18	7	10	
AZERBAIJAN AIRLINES (AZAL)	PACT	1	0	0		1	47	0		0	1	1	0%			0	1	2	3	
BATIK AIR MALAYSIA	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
BEIJING CAPITAL AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
BIMAN BANGLADESH AIRLINES	PACT	5	0	0		5	113	0		0	3	3	0%			1	4	4	2	
BIRMINGHAM	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
BOLIVIANA DE AVIACION	PACT	0	0	0		0	0	0		0	0	0	0%			0	0	1	1	
BRITISH AIRWAYS PLC	PACT	0	0	0		0	0	1		0	0	0	0%			2	2	0	1	
BRUSSELS AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
BULGARIA AIR	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	0	
CAYMAN AIRWAYS	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
CHINA AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	1	1	
CHINA EASTERN AIRLINES	PACT	1	0	0		1	9	1		0	6	6	0%			1	7	3	2	
CHINA SOUTHERN	PACT	1	0	0		1	5	0		0	5	5	0%			4	9	1	2	
CONDOR	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
CORENDON AIRLINES	PACT	16	0	0		16	608	1		12	2	14	86%			1	15	27	25	
CROATIA AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
DAN AIR	PACT	1	0	0		1	158	0		0	0	0	0%			0	0	2	1	
EASTERN AIRWAYS	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
EDELWEISS AIR	PACT	1	0	0		1	57	0		1	0	1	100%			0	1	3	3	
EL AL	PACT	0	0	0		0	0	0		1	2	3	33%			0	3	3	6	
EMERALD AIRLINES	PACT	3	0	0		3	56	2		4	6	10	40%			3	13	5	13	
EMIRATES	PACT	38	3	0		41	28	5		4	33	37	11%			8	45	68	69	
ENTER AIR	PACT	5	0	0		5	159	0		0	1	1	0%			0	1	10	6	
ETHIOPIAN AIRLINES	PACT	2	1	0		3	30	3		2	5	7	29%			3	10	11	15	
ETIHAD AIRWAYS	PACT	34	1	0		35	89	4		9	11	20	45%			6	26	54	42	
EVA AIR	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
FINNAIR	PACT	10	0	0		10	59	2		1	6	7	14%			2	9	19	16	
FLYADEAL	PACT	37	3	0		40	0	9		22	11	33	67%			9	42	54	46	
FLYONE	PACT	1	0	0		1	52	0		0	14	14	0%			0	14	2	15	
FREEBIRD AIRLINES	PACT	1	0	0		1	380	0		1	3	4	25%			1	5	0	4	
GULF AIR	PACT	59	2	0		61	403	1		1	19	20	5%			4	24	99	60	
HAINAN AIRLINES	PACT	2	0	0		2	37	0		0	5	5	0%			0	5	7	10	
HISKY	PACT	3	0	0		3	267	0		0	0	0	0%			0	0	3	0	
IBERIA	PACT	19	8	0		27	106	9		14	4	18	78%			9	27	34	26	
ICELANDAIR	PACT	3	0	0		3	20	0		0	2	2	0%			0	2	2	1	
INDIGO AIRLINES	PACT	89	2	0		91	1,387	12		0	15	15	0%			13	28	91	16	
ISRAIR	PACT	0	0	0		0	0	0		0	3	3	0%			0	3	0	3	
ITA AIRWAYS	PACT	3	0	0		3	32	0		2	2	4	50%			1	5	7	9	
JAPAN AIRLINES	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
JET2.COM LTD	PACT	117	6	0		123	31	10		15	100	115	13%			12	127	179	174	
JETBLUE	PACT	2	0	0		2	24	2		2	3	5	40%			2	7	8	11	
JETSTAR	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
JUNEYAO AIRLINES	PACT	1	0	0		1	44	0		0	2	2	0%			0	2	1	2	
KENYA AIRWAYS	PACT	11	0	0		11	221	0		14	0	14	100%			1	15	21	25	
KOREAN AIR	PACT	1	0	0		1	29	0		0	0	0	0%			0	0	1	0	
KUWAIT AIRWAYS	PACT	8	3	0		11	114	1		2	2	4	50%			1	5	12	8	
LATAM AIRLINES BRASIL	PACT	6	0	0		6	83	1		4	5	9	44%			1	10	7	10	
LOGANAIR LTD	PACT	46	2	0		48	142	1		21	8	29	72%			3	32	54	37	
LOT-POLISH AIRLINES	PACT	2	1	0		3	37	2		2	8	10	20%			2	12	8	14	
LUFTHANSA	PACT	2	0	0		2	3	1		4	2	6	67%			2	8	12	17	
LUXAIR	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	2	1	0		3	34	3		7	0	7	100%			5	12	6	8	
MALETH AERO	PACT	0	0	0		0	0	0		0	3	3	0%			0	3	0	3	
MAVI GOK AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	0	0	0		0	0	0		1	2	3	33%			0	3	0	3	
NORDIC REGIONAL AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
NORSE ATLANTIC	PACT	0	0	0		0	0	2		3	125	128	2%			5	133	0	117	
NORWEGIAN AIR SHUTTLE	PACT	57	2	0		59	245	2		65	7	72	90%			4	76	61	76	
NOUVEL AIR TUNISIE	PACT	3	0	0		3	329	0		10	0	10	0%			1	11	3	10	
OMAN AIR	PACT	4	0	0		4	74	1		0	3	3	0%			1	4	3	2	
PAKISTAN INTL AIRLINES	PACT	3	0	0		3	205	0		0	0	0	0%			0	0	3	0	
PEGASUS AIRLINES	PACT	43	6	0		49	129	2		27	16	43	63%			4	47	56	53	
PLAY	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
QANTAS	PACT	1	0	0		1	9	0		1	0	1	100%			0	1	1	1	
QATAR AIRWAYS	PACT	141	4	0		145	159	15		63	48	111	57%			19	130	204	171	
ROYAL AIR MAROC	PACT	3	4	0		7	116	3		0	17	17	0%			3	20	11	26	
ROYAL JORDANIAN	PACT	3	1	0		4	57	2		0	6	6	0%			2	8	4	6	
RWANDAIR	PACT	3	0	0		3	107	3		2	9	11	18%			4	15	5	12	
RYANAIR	PACT	0	0	0		0	0	3		0	0	0	0%			4	4	0	1	
SATA AIR ACORES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	0	
SAUDI ARABIAN AIRLINES	PACT	37	3	0		40	123	9		22	11	33	67%			9	42	54	48	
SHENZHEN AIRLINES	PACT	0	0	0		0	0	0		0	3	3	0%			0	3	0	2	
SINGAPORE AIRLINES	PACT	5	0	0		5	18	1		1	4	5	20%			1	6	8	8	
SKY EXPRESS SA	PACT	2	1	0		3	109	0		1	1	2	50%			0	2	2	1	
SOUTH AFRICAN AIRWAYS	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
SRILANKAN AIRLINES	PACT	5	0	0		5	87	1		2	12	14	14%			1	15	7	16	
SUN EXPRESS DEUTSCHLAND	PACT	3	1	0		4	0	0		6	9	15	40%			0	15	8	19	
SWISS AIRLINES	PACT	0	0	0		0	0	0		1	1	2	50%			0	2	0	2	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
TAROM	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	1	2	
THAI AIRWAYS INTERNATIONAL	PACT	0	0	0		0	0	2		0	0	0	0%			2	2	1	1	
THY TURKISH AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
TIANJIN AIRLINES	PACT	1	0	0		1	71	0		0	3	3	0%			0	3	2	4	
TITAN AIRWAYS LTD	PACT	1	0	0		1	59	0		0	0	0	0%			0	0	2	1	
TRANSAVIA	PACT	1	0	0		1	148	0		0	0	0	0%			0	0	2	1	
TUI AIRWAYS LTD	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
TUNISAIR	PACT	3	0	0		3	203	0		2	1	3	67%			0	3	5	5	
UGANDA AIRLINES	PACT	6	0	0		6	588	0		0	0	0	0%			0	0	7	1	
UNITED AIRLINES	PACT	12	0	0		12	29	2		11	4	15	73%			3	18	13	17	
UR AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
UZBEKISTAN AIRLINES	PACT	0	1	0		1	99	1		0	0	0	0%			1	1	2	1	

VIETNAM AIRLINES	PACT	2	0	0		2	0	2		0	0	0	0%		2	2	4	2	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0		0	0	1		0	0	0	0%		1	1	0	0	
VISTARA	PACT	0	0	0		0	0	0		0	1	1	0%		0	1	0	1	
VUELING AIRLINES	PACT	22	1	0		23	30	3		19	26	45	42%		5	50	53	77	
WEST JET AIRLINES	PACT	5	0	0		5	74	1		1	3	4	25%		1	5	6	7	
WIZZ AIR	PACT	0	0	0		0	0	1		0	0	0	0%		1	1	1	1	
Total	**PACT**	**1,102**	**80**	**0**	**0**	**1,182**		**160**	**0**	**457**	**766**	**1,223**	**37%**		**210**	**1,433**	**1,658**	**1,721**	