

Airline / Airport Name	ADR entity name / PACT	Complaints Received in Period							Complaints Resolved in Period										Ongoing cases		
		Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Complaints received awaiting categorisation	Total cases opened	Complaints per million passengers	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	0	0	0	1	0	0	0	0	0%	£0	£0	0	2	2	1	0	
AIR AZORES	CDRL	4	4	0	1	7	174	3	5	1	8	174	43%	65,102	£13,017	47	21	22	16	0	
AIR CANADA	CDRL	32	1	0	7	40	92	46	8	30	34	72	53%	£24,808	£953	67	139	93	146	0	
AIR FRANCE / KLM	CDRL	598	91	0	116	805	531	422	93	744	457	1,294	65%	£490,511	£586	839	2,123	1,594	2,500	3	
AIR PORTUGAL	CDRL	22	6	0	6	34	132	18	3	26	35	64	45%	£19,877	£985	38	103	143	189	0	
DELTA AIRLINES	CDRL	6	6	0	0	12	12	9	7	0	2	17	67%	£972	£476	18	13	7	2	0	
EAST MIDLANDS INTERNATIONAL	CDRL	16	0	0	1	17	48	14	0	24	15	38	62%	£23,915	£986	25	64	42	78	0	
EASJET	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	
EASJET	CDRL	1,741	40	0	112	1,883	171	430	78	702	2,081	2,861	27%	£393,649	£505	738	3,599	3,723	4,989	44	
GARUDA INDONESIA	CDRL	5	20	0	0	25	384	35	2	5	10	7	78%	£46,524	£1,018	47	122	75	158	0	
LONDON CITY	CDRL	0	0	0	0	0	0	0	0	0	1	0	0	£0	£0	1	2	0	0	0	
OMAN AIR	CDRL	0	0	0	1	1	0	16	0	0	0	0	0	£0	£0	37	37	3	23	0	
ROYAL BRITISH AIRLINES	CDRL	4	4	0	0	8	360	7	0	2	4	6	42%	£1,536	£324	0	0	4	4	0	
RYANAIR	CDRL	3,752	333	0	121	4,206	356	761	128	2,007	3,098	5,233	41%	£771,492	£361	1154	6,387	7,201	8,621	3	
SOUTH AFRICAN AIRWAYS	CDRL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	
THY TURKISH AIRLINES	CDRL	77	13	0	17	107	191	151	24	86	92	200	54%	£93,130	£347	300	562	251	581	5	
TUI AIRWAYS LTD	CDRL	623	7	0	69	699	493	77	24	360	0	1,053	23%	£272,954	£711	265	1,519	1,744	2,885	0	
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	145	10	0	5	160	117	33	12	85	17	268	36%	£99,993	£1,031	48	314	251	372	0	
WIZZ AIR	CDRL	1,172	61	0	131	1,364	529	740	130	966	835	1,831	57%	£390,621	£539	1057	2,088	4,256	5,140	18	
BRISTOL	CDRL	1	0	0	0	1	0	0	0	0	0	0	0	£0	£0	0	0	0	0	0	
BRITISH AIRWAYS PLC	CDRL	1,341	211	45	6	1,608	567	389	752	322	522	1,650	67%	£94,381	£317	454	2,384	1,263	1,388	0	
CATHAY PACIFIC AIRWAYS	CDRL	18	2	0	0	20	65	6	10	6	8	24	67%	£13,412	£398	6	30	15	19	0	
GATWICK	CDRL	2	0	0	1	3	0	33	0	0	0	0	0	£0	£0	0	33	33	4	1	
HEATHROW	CDRL	7	0	0	1	8	0	28	1	0	2	3	33%	£23	£23	29	32	10	0	0	
MANCHESTER	CDRL	2	2	0	1	5	0	18	0	1	0	2	12	100%	£230	£230	19	19	1	0	
SAS	CDRL	35	7	1	0	43	121	6	25	2	3	30	90%	£22,024	£316	7	37	34	22	0	
STANSTED	CDRL	0	0	0	0	0	0	0	0	0	1	1	0%	£0	£0	0	1	0	1	0	
Total	CDRL	8,220	569	0	593	9,382		2,751	507	5,091	8,119	13,717	61%	£2,835,984	£307	4,641	18,368	19,442	25,697	75	
	CDRL	1,406	220	46	583	1,733		485	788	331	546	1,665	47%	£1,020,070	£312	560	2,225	1,431	1,438	0	
AGEAN AIRLINES	PACT	26	0	0	0	26	210	0	5	3	8	8	63%	0	0	0	8	30	0	0	
AER LINHOS	PACT	49	2	0	0	51	54	6	36	21	57	63	63%	0	0	0	16	73	131	81	
AEROMEXICO	PACT	1	0	0	0	1	26	1	1	3	4	4	25%	0	0	0	1	5	3	2	
AIR ALGERIE	PACT	1	0	0	0	1	42	0	1	1	2	3	50%	0	0	0	0	2	2	0	
AIR ARABIA MAROC	PACT	1	0	0	0	1	119	0	0	0	3	3	0%	0	0	0	0	3	0	0	
AIR ASIA	PACT	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	
AIR CHINA	PACT	5	1	0	0	6	36	0	0	12	12	0	100%	0	0	0	12	10	3	0	
AIR COLOMBIA	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
AIR EUROPA	PACT	5	0	0	0	5	92	0	0	7	2	9	78%	0	0	0	0	8	8	0	
AIR INDIA	PACT	90	2	0	0	92	219	3	0	75	75	0	0	0	0	4	79	106	17	0	
AIR MAURITIUS LTD	PACT	2	0	0	0	2	0	1	6	1	7	7	86%	0	0	0	1	8	7	2	
AIR MEGAC	PACT	6	0	0	0	6	68	0	0	0	0	0	0	0	0	0	11	69	0	0	
AIR SERBIA	PACT	2	0	0	0	2	101	0	1	1	2	2	50%	0	0	0	2	0	0	0	
AIR SIERRA LEONE	PACT	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	3	0	0	
AIR TRANSAT	PACT	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	2	3	0	0	
AET	PACT	1	0	0	0	1	38	0	0	0	0	0	0	0	0	0	7	16	0	0	
ALASKA AIRLINES	PACT	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ALBA STAR	PACT	5	0	0	0	5	2,139	0	1	4	5	5	20%	0	0	0	5	8	4	4	
AMERICAN AIRLINES	PACT	6	1	0	0	7	10	0	7	11	18	18	39%	0	0	0	20	34	27	0	
ARABIA	PACT	5	0	0	0	5	1,844	0	0	5	5	5	0	0	0	0	5	5	0	0	
ASCEND AIRWAYS	PACT	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	
AURION AIR SERVICES	PACT	0	0	0	0	0	0	1	1	2	3	3	33%	0	0	0	1	4	7	1	
AVANCA COLOMBIA	PACT	6	0	0	0	6	124	3	0	8	8	8	0	0	0	3	11	9	3	0	
AZERBAIJAN AIRLINES (AZAL)	PACT	0	0	0	0	0	0	1	0	1	0	1	100%	0	0	0	1	1	1	0	
BATIK AIR MALAYSIA	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	
BIMAN BANGLADESH AIRLINES	PACT	8	0	0	0	8	199	1	0	0	4	4	0	0	0	1	5	8	0	0	
BOLIVIANA DE AVIACION	PACT	0	0	0	0	0	0	0	0	0	0	0	100%	0	0	0	0	1	0	0	
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
BRUSSELS AIRLINES	PACT	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	
CARIBBEAN AIRLINES	PACT	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
CHINA AIRLINES	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
CHINA EASTERN AIRLINES	PACT	5	1	0	0	6	0	0	0	1	1	2	0	0	0	0	0	1	0	0	
CHINA SOUTHERN	PACT	5	1	0	0	6	43	0	0	0	1	1	0	0	0	0	0	1	0	0	
CORENDON AIRLINES	PACT	18	0	0	0	18	9,569	0	10	14	24	24	42%	0	0	1	25	31	15	0	
CROATIA AIRLINES	PACT	0	0	0	0	0	0	0	1	0	1	1	100%	0	0	0	0	1	0	0	
DANAIR	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
EASTERN AIRWAYS	PACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
EASJET	PACT	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	
EDELWEISS AIR	PACT	0	0	0	0	0	0	0	0	1	0	1	100%	0	0	0	1	1	1	0	
EL AL	PACT	2	2	0	0	2	26	1	2	3	5	5	33%	0	0	0	3	1	0	0	
EMERALD AIRLINES	PACT	2	0	0	0	2	37	1	1	1	2	2	50%	0	0	0	1	3	8	7	
EMIRATES	PACT	38	2	0	0	40	37	3	5	28	33	33	15%	0	0	0	39	99	60	0	
ENTER AIR	PACT	0	0	0	0	0	0	0	0	0	8	8	0	0	0	0	0	8	4	0	
ETHIOPIAN AIRLINES	PACT	3	3	0	0	3	54	0	0	0	0	0	0	0	0	0	0	15	0	0	
ETIHAD AIRWAYS	PACT	37	1	0	0	38	122	2	12	13	25	38	48%	0	0	0	4	29	78	41	
EVA AIR	PACT	0	1	0	0	1	17	0	0	0	0	0	0	0	0	0	0	1	0	0	
FINNAIR	PACT	3	1	0	0	4	27	0	0	0	0	0	78%	0	0	0	0	20	10	0	
FLYDUBAI	PACT	32	2	0	0	34	42	2	28	14	42	42	67%	0	0	0	49	74	48	0	
FLYONE	PACT	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
GEORGIAN AIRWAYS	PACT	0	0	0	0	0	381	0	0	0	2	2	0	0	0	0	1	3	5	0	
GULF AIR	PACT	28	1	0	0	30	30	1	2	0	9	40	58	18%	0	0	0	81	92	60	
HANJIN AIRLINES	PACT	1	0	0	0	1	20	0	0	0	2	2	0	0	0	0	0	2	7	6	
HISKY	PACT	2	0	0	0	2	193	0	0	3	3	3	0	0	0	0	0	3	4	2	
IBERIA	PACT	18	2	0	0	20	82	4	28	2	30	30	92%	0	0	0	8	38	36	20	
ICELANDAIR	PACT	2	2	0	0	2	169	0	3	0	3	3									