

Quarterly complaints data for Q1 2018 from the CAA Approved ADR entities and the CAA's Passenger Advice and Complaints Team (revised April 2019)

Airline / Airport name	ADR entity name / PACT	Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Remedy awarded (complaints decided in qtr)	No remedy awarded	Complaints per million pax	Total awarded	Average award	Uphold rate for consumers
Air Astana	CDRL	0	1	0	0	1	108	£0	-	0%
Air Canada/Canada Rouge	CDRL	25	5	1	22	20	89	£21,985	£999	52%
Air China	CDRL	8	4	0	8	7	149	£8,733	£1,092	53%
Air France	CDRL	46	24	0	31	43	171	£21,007	£678	42%
Air India	CDRL	27	3	0	31	32	163	£27,175	£877	49%
Air Mauritius	CDRL	5	1	0	1	2	233	£400	£400	33%
Asiana Airlines	CDRL	1	0	0	0	0	22	£0	-	-
Cityjet	CDRL	1	0	0	1	8	12	£394	£394	11%
Delta Air Lines	CDRL	13	3	0	5	7	45	£2,845	£569	42%
EgyptAir	CDRL	2	0	0	2	1	31	£1,124	£562	67%
Flybe	CDRL	82	13	0	27	78	42	£11,007	£408	26%
Garuda Indonesia	CDRL	2	1	1	1	3	302	£58	£58	25%
KLM	CDRL	116	27	1	63	92	139	£22,368	£355	41%
Norwegian	CDRL	292	15	0	91	17	227	£72,851	£801	84%
Royal Brunei Airlines	CDRL	5	3	0	0	1	211	£0	-	0%
Ryanair	CDRL	2119	56	1	894	709	224	£385,515	£431	56%
Small Planet Airlines	CDRL	84	1	0	79	10	4712	£65,887	£834	89%
South African Airways	CDRL	0	3	0	4	4	50	£1,533	£383	50%
TAP Portugal	CDRL	56	9	0	26	23	268	£16,610	£639	53%
Turkish Airlines	CDRL	44	15	0	26	33	146	£13,521	£520	44%
Virgin Atlantic	CDRL	60	25	0	21	37	67	£21,403	£1,019	36%
Wizz Air	CDRL	244	24	0	109	76	164	£37,880	£348	59%
British Airways	CEDR	920	65	9	380	294	101	£317,823	£836	56%
Easyjet	CEDR	1331	11	0	822	401	142	£483,058	£588	67%

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Thomas Cook	CEDR	504	10	1	122	203	560	£132,798	£1,089	38%
TUI	CEDR	1094	5	1	477	137	690	£495,730	£1,039	78%
Bristol	CEDR	0	0	7	0	0	-	-	-	-
Gatwick	CEDR	0	0	10	0	0	-	-	-	-
Heathrow	CEDR	0	0	9	1	0	-	£50	£50	-
Manchester	CEDR	0	0	9	0	0	-	-	-	-
Stansted	CEDR	0	0	3	0	0	-	-	-	-
Aegean Airlines	PACT	2	0	0	3	1	22	-	-	75%
Aer Lingus	PACT	5	8	0	11	0	14	-	-	100%
Aeroflot	PACT	0	1	0	2	1	10	-	-	67%
Air Algerie	PACT	1	0	0	1	0	61	-	-	100%
Air Baltic	PACT	0	0	0	1	0	-	-	-	100%
Air Europa	PACT	2	0	0	1	0	39	-	-	100%
Air New Zealand Ltd	PACT	0	0	0	1	0	-	-	-	100%
Air Transat	PACT	3	1	0	3	1	68	-	-	75%
Alitalia	PACT	9	5	0	14	6	87	-	-	70%
American Airlines	PACT	22	1	0	27	2	38	-	-	93%
Arkia	PACT	1	0	0	0	0	1355	-	-	-
ASL Airlines	PACT	16	0	0	16	1	6045	-	-	94%
Atlas Global	PACT	2	1	0	0	0	132	-	-	-
Aurigny Air Services	PACT	4	0	0	1	0	39	-	-	100%
Avianca Colombia	PACT	3	1	0	2	0	100	-	-	100%
Blue Air	PACT	18	0	0	11	2	94	-	-	85%
Blue Islands	PACT	1	0	0	0	0	36	-	-	-
BMI	PACT	24	0	0	63	0	249	-	-	100%

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Bulgaria Air	PACT	7	0	0	20	1	431	-	-	95%
Cathay Pacific Airways	PACT	3	0	0	0	2	10	-	-	0%
China Southern	PACT	2	0	0	0	0	43	-	-	-
Cobalt Aero	PACT	0	0	0	1	0	-	-	-	100%
Comair	PACT	0	1	0	0	1	-	-	-	0%
Croatia Airlines	PACT	1	0	0	0	1	89	-	-	0%
Eastern Airways	PACT	7	0	0	1	1	146	-	-	50%
El Al	PACT	0	2	0	1	0	24	-	-	100%
Emirates	PACT	74	6	0	32	41	59	-	-	44%
Enter Air	PACT	15	1	0	14	3	481	-	-	82%
Ethiopian Airlines	PACT	0	0	0	1	0	-	-	-	100%
Etihad Airways	PACT	18	3	0	20	3	57	-	-	87%
Finnair	PACT	1	0	0	2	0	6	-	-	100%
Freebird Airlines	PACT	2	0	0	0	2	441	-	-	0%
Gulf Air	PACT	0	1	0	1	0	19	-	-	100%
Iberia	PACT	28	7	0	33	3	178	-	-	92%
Icelandair	PACT	1	0	0	0	0	8	-	-	-
Jet Airways	PACT	3	1	0	6	4	17	-	-	60%
Jet2	PACT	39	3	1	19	22	30	-	-	46%
Korean Air	PACT	1	0	0	0	0	24	-	-	-
Loganair	PACT	10	0	0	4	2	64	-	-	67%
LOT Polish Airlines	PACT	3	0	0	2	2	47	-	-	50%
Lufthansa	PACT	1	1	0	1	0	3	-	-	100%
Malaysian Airlines System-MAS	PACT	11	1	0	13	5	128	-	-	72%
Meridiana Air	PACT	0	0	0	1	0	-	-	-	100%

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Norwegian Air Shuttle	PACT	4	0	0	34	9	8	-	-	79%
Oman Air	PACT	5	2	0	3	2	70	-	-	60%
Pakistan Intl Airlines	PACT	3	0	0	0	2	18	-	-	0%
Pegasus Airlines	PACT	3	0	0	0	4	32	-	-	0%
Philippine Airlines	PACT	1	0	0	1	0	25	-	-	100%
Qantas	PACT	10	2	0	3	0	93	-	-	100%
Qatar Airways	PACT	13	2	0	11	9	33	-	-	55%
Rossiya Airlines	PACT	0	0	0	0	1	-	-	-	0%
Ryanair	PACT	0	0	0	0	1	-	-	-	0%
SAS	PACT	1	0	0	0	0	3	-	-	-
Singapore Airlines	PACT	7	0	0	4	0	31	-	-	100%
Small Planet	PACT	0	0	0	5	0	-	-	-	100%
Srilankan Airlines	PACT	2	0	0	0	0	31	-	-	-
Stobart Air	PACT	6	0	0	2	5	44	-	-	29%
Swiss Airlines	PACT	0	1	0	1	0	2	-	-	100%
TAM Linhas Aereas	PACT	0	1	0	0	0	16	-	-	-
Tarom	PACT	3	0	0	0	0	157	-	-	-
Thai Airways International	PACT	1	0	0	3	0	8	-	-	100%
TUI	PACT	0	0	0	0	1	-	-	-	0%
Titan Airways	PACT	2	0	0	0	2	30	-	-	0%
Tunisair	PACT	1	0	0	0	0	60	-	-	-
Ukraine International Airlines	PACT	1	1	0	2	0	55	-	-	100%
United Airlines	PACT	24	1	0	12	5	57	-	-	71%
Vietnam Airlines	PACT	1	0	0	0	1	25	-	-	0%
Volotea Airlines	PACT	2	0	0	1	0	-	-	-	100%

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Vueling Airlines	PACT	31	5	0	23	34	78	-	-	40%
WestJet	PACT	0	0	0	2	2	-	-	-	50%
WOW Air	PACT	6	0	0	4	0	94	-	-	100%
Totals	CDRL	3232	233	4	1442	1204	177	£732,296	£508	54%
Totals	CEDR	3849	91	49	1802	1035	68	£1,429,460	£793	64%
Totals	PACT	467	60	1	440	185	0	-	-	70%