

Quarterly complaints data for Q2 2018 from the CAA Approved ADR entities and the CAA's Passenger Advice and Complaints Team

| 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 Canada/Canada Rouge | CDRL                   | 10                          | 3                            | 0                            | 18   | 5                 | 38                         | £13,836       | £769          | 78%                       |
| Air China               | CDRL                   | 8                           | 5                            | 0                            | 0  | 4                 | 169                        | -             | -             | 0%                        |
| Air France              | CDRL                   | 95                          | 17                           | 0                            | 14   | 5                 | 310                        | £7,003        | £500          | 74%                       |
| Air India               | CDRL                   | 21                          | 8                            | 0                            | 6  | 9                 | 155                        | £4,054        | £676          | 40%                       |
| Air Mauritius           | CDRL                   | 1                           | 1                            | 0                            | 1  | 0                 | 104                        | £600          | £600          | 100%                      |
| Asiana Airlines         | CDRL                   | 2                           | 0                            | 0                            | 0  | 1                 | 44                         | -             | -             | 0%                        |
| Cityjet                 | CDRL                   | 5                           | 0                            | 0                            | 1  | 6                 | 78                         | £250          | £250          | 14%                       |
| Delta Air Lines         | CDRL                   | 23                          | 4                            | 0                            | 0  | 2                 | 104                        | £0            | -             | 0%                        |
| EgyptAir                | CDRL                   | 4                           | 1                            | 0                            | 1  | 1                 | 80                         | £600          | £600          | 50%                       |
| Flybe                   | CDRL                   | 39                          | 12                           | 1                            | 18   | 44                | 26                         | £2,508        | £139          | 29%                       |
| Garuda Indonesia        | CDRL                   | 3                           | 1                            | 0                            | 0  | 0                 | 290                        | -             | -             | -                         |
| KLM                     | CDRL                   | 244                         | 35                           | 0                            | 32   | 48                | 288                        | £6,907        | £216          | 40%                       |
| Norwegian               | CDRL                   | 623                         | 64                           | 0                            | 91   | 35                | 526                        | £84,400       | £927          | 72%                       |
| Royal Brunei Airlines   | CDRL                   | 6                           | 0                            | 0                            | 1  | 0                 | 195                        | -             | -             | 100%                      |
| Ryanair                 | CDRL                   | 2710                        | 74                           | 1                            | 427  | 220               | 319                        | £206,583      | £484          | 66%                       |
| SkyWork Airlines        | CDRL                   | 1                           | 0                            | 0                            | 0  | 0                 | 537                        | -             | -             | -                         |
| Small Planet Airlines   | CDRL                   | 104                         | 2                            | 0                            | 33   | 0                 | 27998                      | £41,278       | £1,251        | 100%                      |
| South African Airways   | CDRL                   | 0                           | 0                            | 0                            | 3  | 1                 | 0                          | £765          | £255          | 75%                       |
| TAP Portugal            | CDRL                   | 81                          | 14                           | 0                            | 24   | 9                 | 430                        | £20,674       | £861          | 73%                       |
| Turkish Airlines        | CDRL                   | 45                          | 16                           | 0                            | 16   | 21                | 162                        | £3,787        | £237          | 43%                       |
| Virgin Atlantic         | CDRL                   | 54                          | 32                           | 1                            | 22   | 23                | 79                         | £11,278       | £513          | 49%                       |
| Wizz Air                | CDRL                   | 251                         | 42                           | 0                            | 86   | 44                | 190                        | £27,740       | £323          | 66%                       |
| British Airways         | CEDR                   | 579                         | 20                           | 60                           | 332  | 211               | 63                         | £245,353      | £739          | 61%                       |
| Easyjet                 | CEDR                   | 1078                        | 0                            | 7                            | 689  | 152               | 115                        | £435,470      | £632          | 82%                       |

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| Gatwick                   | CEDR                   | 1                           | 0                            | 0                            | 0  | 0                 | -                          | -             | -             | -                         |
| Heathrow                  | CEDR                   | 0                           | 0                            | 0                            | 1  | 0                 | -                          | £100          | £100          | 100%                      |
| Manchester                | CEDR                   | 2                           | 0                            | 0                            | 1  | 1                 | -                          | £50           | £50           | 50%                       |
| Stansted                  | CEDR                   | 2                           | 0                            | 0                            | 1  | 0                 | -                          | £550          | £550          | 100%                      |
| Thomas Cook               | CEDR                   | 363                         | 5                            | 5                            | 104  | 109               | 406                        | £95,436       | £918          | 49%                       |
| TUI                       | CEDR                   | 1050                        | 0                            | 7                            | 461  | 87                | 663                        | £473,480      | £1,027        | 84%                       |
| Aegean Airlines           | PACT                   | 0                           | 1                            | 0                            | 0  | 0                 | 11                         | -             | -             | -                         |
| Aer Lingus                | PACT                   | 25                          | 4                            | 0                            | 12   | 10                | 31                         | -             | -             | 55%                       |
| Air Algerie               | PACT                   | 3                           | 1                            | 0                            | 0  | 1                 | 245                        | -             | -             | 0%                        |
| Air Arabia                | PACT                   | 0                           | 0                            | 0                            | 1  | 0                 | 0                          | -             | -             | 100%                      |
| Air Europa                | PACT                   | 8                           | 0                            | 0                            | 5  | 2                 | 156                        | -             | -             | 71%                       |
| Air Moldova               | PACT                   | 1                           | 0                            | 0                            | 0  | 0                 | 76                         | -             | -             | -                         |
| Air Transat               | PACT                   | 6                           | 0                            | 0                            | 6  | 1                 | 102                        | -             | -             | 86%                       |
| Alba Star                 | PACT                   | 1                           | 0                            | 0                            | 1  | 0                 | 1808                       | -             | -             | 100%                      |
| Alitalia                  | PACT                   | 2                           | 3                            | 0                            | 12   | 4                 | 31                         | -             | -             | 75%                       |
| American Airlines         | PACT                   | 15                          | 0                            | 0                            | 11   | 7                 | 25                         | -             | -             | 61%                       |
| Arkia                     | PACT                   | 0                           | 0                            | 0                            | 1  | 0                 | 0                          | -             | -             | 100%                      |
| ASL Airlines              | PACT                   | 5                           | 0                            | 0                            | 16   | 1                 | 4912                       | -             | -             | 94%                       |
| Atlas Global              | PACT                   | 0                           | 1                            | 0                            | 2  | 1                 | 44                         | -             | -             | 67%                       |
| Aurigny Air Services      | PACT                   | 2                           | 0                            | 0                            | 1  | 2                 | 19                         | -             | -             | 33%                       |
| Avianca Colombia          | PACT                   | 6                           | 3                            | 0                            | 4  | 2                 | 226                        | -             | -             | 67%                       |
| BH Air                    | PACT                   | 1                           | 0                            | 0                            | 3  | 0                 | 24                         | -             | -             | 100%                      |
| Biman Bangladesh Airlines | PACT                   | 0                           | 0                            | 0                            | 0  | 1                 | 0                          | -             | -             | 0%                        |
| Blue Air                  | PACT                   | 15                          | 1                            | 0                            | 17   | 1                 | 84                         | -             | -             | 94%                       |
| Blue Islands              | PACT                   | 0                           | 1                            | 0                            | 0  | 1                 | 36                         | -             | -             | 0%                        |

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| BMI                    | PACT                   | 0                           | 0                            | 0                            | 0  | 1                 | 0                          | -             | -             | 0%                        |
| BMI Regional           | PACT                   | 20                          | 2                            | 0                            | 29   | 2                 | 228                        | -             | -             | 94%                       |
| Brussels Airlines      | PACT                   | 0                           | 0                            | 0                            | 0  | 2                 | 0                          | -             | -             | 0%                        |
| Bulgaria Air           | PACT                   | 2                           | 1                            | 0                            | 3  | 0                 | 185                        | -             | -             | 100%                      |
| Cathay Pacific Airways | PACT                   | 5                           | 0                            | 0                            | 2  | 1                 | 16                         | -             | -             | 67%                       |
| China Southern         | PACT                   | 4                           | 0                            | 0                            | 6  | 0                 | 86                         | -             | -             | 100%                      |
| Cobalt Aero            | PACT                   | 1                           | 1                            | 0                            | 1  | 0                 | 64                         | -             | -             | 100%                      |
| Croatia Airlines       | PACT                   | 0                           | 0                            | 0                            | 0  | 1                 | 0                          | -             | -             | 0%                        |
| Delta Airlines         | PACT                   | 0                           | 0                            | 0                            | 1  | 1                 | 0                          | -             | -             | 50%                       |
| Eastern Airways        | PACT                   | 3                           | 0                            | 0                            | 5  | 3                 | 63                         | -             | -             | 63%                       |
| Easyjet Switzerland    | PACT                   | 2                           | 0                            | 0                            | 0  | 2                 | 24                         | -             | -             | 0%                        |
| Edelweiss Air          | PACT                   | 1                           | 0                            | 0                            | 1  | 0                 | 471                        | -             | -             | 100%                      |
| El Al                  | PACT                   | 0                           | 0                            | 0                            | 3  | 0                 | 0                          | -             | -             | 100%                      |
| Emirates               | PACT                   | 91                          | 3                            | 0                            | 26   | 59                | 70                         | -             | -             | 31%                       |
| Enter Air              | PACT                   | 10                          | 0                            | 0                            | 18   | 2                 | 301                        | -             | -             | 90%                       |
| Ethiopian Airlines     | PACT                   | 1                           | 0                            | 0                            | 1  | 0                 | 20                         | -             | -             | 100%                      |
| Etihad Airways         | PACT                   | 20                          | 4                            | 0                            | 25   | 21                | 65                         | -             | -             | 54%                       |
| Eva Air                | PACT                   | 2                           | 0                            | 0                            | 0  | 0                 | 39                         | -             | -             | -                         |
| Finnair                | PACT                   | 1                           | 0                            | 0                            | 0  | 1                 | 6                          | -             | -             | 0%                        |
| Freebird Airlines      | PACT                   | 1                           | 0                            | 0                            | 1  | 0                 | 220                        | -             | -             | 100%                      |
| Gulf Air               | PACT                   | 1                           | 0                            | 0                            | 0  | 1                 | 19                         | -             | -             | 0%                        |
| Helvetic Airways       | PACT                   | 0                           | 0                            | 0                            | 0  | 1                 | 0                          | -             | -             | 0%                        |
| Iberia                 | PACT                   | 25                          | 10                           | 0                            | 29   | 8                 | 178                        | -             | -             | 78%                       |
| Icelandair             | PACT                   | 3                           | 0                            | 0                            | 3  | 1                 | 24                         | -             | -             | 75%                       |
| Iran Air               | PACT                   | 1                           | 0                            | 0                            | 0  | 1                 | 90                         | -             | -             | 0%                        |

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| Jet Airways            | PACT                   | 3                           | 0                            | 0                            | 2  | 1                 | 13                         | -             | -             | 67%                       |
| Jet2                   | PACT                   | 36                          | 3                            | 1                            | 11   | 35                | 28                         | -             | -             | 24%                       |
| Korean Air             | PACT                   | 0                           | 0                            | 0                            | 0  | 1                 | 0                          | -             | -             | 0%                        |
| Kuwait Airways         | PACT                   | 2                           | 0                            | 0                            | 0  | 1                 | 38                         | -             | -             | 0%                        |
| TAM Linhas Aereas      | PACT                   | 3                           | 0                            | 0                            | 1  | 2                 | 48                         | -             | -             | 33%                       |
| Loganair               | PACT                   | 8                           | 1                            | 0                            | 8  | 3                 | 57                         | -             | -             | 73%                       |
| LOT Polish Airlines    | PACT                   | 1                           | 1                            | 0                            | 2  | 0                 | 32                         | -             | -             | 100%                      |
| Lufthansa              | PACT                   | 0                           | 0                            | 0                            | 1  | 2                 | 0                          | -             | -             | 33%                       |
| Monarch                | PACT                   | 0                           | 0                            | 0                            | 0  | 1                 | 0                          | -             | -             | 0%                        |
| Olympic                | PACT                   | 0                           | 0                            | 0                            | 0  | 1                 | 0                          | -             | -             | 0%                        |
| Oman Air               | PACT                   | 8                           | 3                            | 0                            | 6  | 3                 | 110                        | -             | -             | 67%                       |
| Pakistan Intl Airlines | PACT                   | 4                           | 0                            | 0                            | 4  | 4                 | 24                         | -             | -             | 50%                       |
| Pegasus Airlines       | PACT                   | 1                           | 1                            | 0                            | 1  | 1                 | 21                         | -             | -             | 50%                       |
| Philippine Airlines    | PACT                   | 2                           | 0                            | 0                            | 2  | 0                 | 50                         | -             | -             | 100%                      |
| Primera Air            | PACT                   | 32                          | 1                            | 0                            | 1  | 0                 | 344                        | -             | -             | 100%                      |
| Qantas                 | PACT                   | 5                           | 1                            | 0                            | 14   | 1                 | 47                         | -             | -             | 93%                       |
| Qatar Airways          | PACT                   | 15                          | 0                            | 0                            | 8  | 11                | 33                         | -             | -             | 42%                       |
| Royal Jordanian        | PACT                   | 1                           | 0                            | 0                            | 0  | 0                 | 31                         | -             | -             | -                         |
| SAS                    | PACT                   | 1                           | 0                            | 0                            | 1  | 0                 | 3                          | -             | -             | 100%                      |
| Saudi Arabian Airlines | PACT                   | 0                           | 1                            | 0                            | 1  | 0                 | 11                         | -             | -             | 100%                      |
| Singapore Airlines     | PACT                   | 6                           | 1                            | 0                            | 5  | 2                 | 31                         | -             | -             | 71%                       |
| Srilankan Airlines     | PACT                   | 0                           | 0                            | 0                            | 2  | 0                 | 0                          | -             | -             | 100%                      |
| Stobart Air            | PACT                   | 4                           | 1                            | 0                            | 3  | 2                 | 36                         | -             | -             | 60%                       |
| Swiss Airlines         | PACT                   | 0                           | 0                            | 0                            | 1  | 0                 | 0                          | -             | -             | 100%                      |
| TAM Linhas Aereas      | PACT                   | 3                           | 0                            | 0                            | 1  | 2                 | 48                         | -             | -             | 33%                       |

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| Tarom                          | PACT                   | 1                           | 0                            | 0                            | 3  | 1                 | 52                         | -             | -             | 75%                       |
| Thai Airways International     | PACT                   | 11                          | 1                            | 0                            | 12   | 1                 | 102                        | -             | -             | 92%                       |
| Tunisair                       | PACT                   | 0                           | 0                            | 0                            | 1  | 0                 | 0                          | -             | -             | 100%                      |
| Ukraine International Airlines | PACT                   | 2                           | 0                            | 0                            | 3  | 1                 | 55                         | -             | -             | 75%                       |
| United Airlines                | PACT                   | 16                          | 0                            | 0                            | 14   | 10                | 37                         | -             | -             | 58%                       |
| Vietnam Airlines               | PACT                   | 2                           | 0                            | 0                            | 1  | 0                 | 49                         | -             | -             | 100%                      |
| Volotea                        | PACT                   | 1                           | 0                            | 0                            | 3  | 0                 | 2833                       | -             | -             | 100%                      |
| Vueling                        | PACT                   | 48                          | 4                            | 0                            | 28   | 25                | 112                        | -             | -             | 53%                       |
| Westjet                        | PACT                   | 3                           | 0                            | 0                            | 0  | 0                 | 48                         | -             | -             | -                         |
| WOWAir                         | PACT                   | 10                          | 0                            | 0                            | 11   | 2                 | 157                        | -             | -             | 85%                       |
| Totals                         | CDRL                   | 4330                        | 331                          | 3                            | 794  | 478               | 262                        | £432,264      | £544          | 62%                       |
| Totals                         | CEDR                   | 3075                        | 25                           | 79                           | 1589                                       | 560               | 142                        | £1,250,440    | £787          | 74%                       |
| Totals                         | PACT                   | 513                         | 55                           | 1                            | 397  | 255               | -                          | -             | -             | 61%                       |