

Quarterly complaints data for Q2 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	1	0	0	0	0	121	£0	-	-
Air Canada/Canada Rouge	CDRL	10	3	0	8	8	38	£7,386	£923	50%
Air China	CDRL	8	5	0	6	1	169	£3,649	£608	86%
Air France	CDRL	94	17	0	15	40	307	£10,920	£728	27%
Air India	CDRL	22	9	0	17	15	166	£7,958	£468	53%
Air Mauritius	CDRL	1	1	0	1	1	104	£600	£600	50%
Asiana Airlines	CDRL	2	0	0	0	2	44	£0	-	0%
Cityjet	CDRL	5	0	0	2	5	161	£394	£197	29%
Delta Air Lines	CDRL	24	3	0	7	5	104	£5,889	£841	58%
EgyptAir	CDRL	4	1	0	2	4	80	£2,205	£1,102	33%
Flybe	CDRL	44	11	1	17	35	28	£6,520	£384	33%
Garuda Indonesia	CDRL	3	1	0	0	1	290	£0	-	0%
KLM	CDRL	234	38	0	42	106	280	£18,351	£437	28%
Norwegian	CDRL	626	64	0	139	164	529	£124,849	£898	46%
Royal Brunei Airlines	CDRL	6	0	0	5	2	195	£3,549	£710	71%
Ryanair	CDRL	2580	74	1	728	634	304	£319,560	£439	53%
Small Planet Airlines	CDRL	58	1	0	19	13	15584	£16,973	£893	59%
South African Airways	CDRL	0	0	0	0	2	0	£0	-	0%
TAP Portugal	CDRL	73	15	0	35	15	398	£23,116	£660	70%
Turkish Airlines	CDRL	49	14	0	27	35	168	£21,565	£799	44%
Virgin Atlantic	CDRL	56	32	1	21	61	81	£14,084	£671	26%
Wizz Air	CDRL	251	41	0	122	111	189	£46,400	£380	52%
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	4151	330	3	1213	1260	253	£633,967	£523	49%
Totals	CEDR	3075	25	79	1589	560	142	£1,250,440	£787	74%
Totals	PACT	513	55	1	397	255	-	-	-	61%