		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	3	0	0	1	4	99	1	0	0	0	0	0%	£0	£0	1	1	4	0	
AIR BALTIC	CDRL	32	0	0	2	34	192	9	1	5	16	22	27%	£2.908	£485	9	31	18	6	
AIR CANADA	CDRL	136	36	0	23	195	129	85	8	3	19	30	37%	£8.172	£743	88	118	200	39	
AIR CHINA	CDRL	2	0	0	0	2	133	3	0	0	0	0	0%	£0	£0	3	3	12	10	
AIR FRANCE / KLM	CDRL	1341	393	4	139	1877	387	537	159	269	269	697	61%	£318,514	£744	556	1253	1399	238	
AIR PORTUGAL	CDRL	541	91	1	61	694	680	148	148	22	46	216	79%	£113,966	£670	154	370	654	182	7
ASIANA AIRLINES	CDRL	1	0	0	0	1	16	9	0	0	0	0	0%	£0	£0	9	9	1	0	
DELTA AIRLINES	CDRL	83	17	1	8	109	92	33	0	8	7	15	53%	£7,639	£955	33	48	103	9	1
EAST MIDLANDS INTERNATIONAL	CDRL	2	1	0	2	5	1	3	0	0	0	0	0%	£0	£0	4	4	5	1	
EASYJET UK LTD	CDRL	6378	424	15	410	7227	182	1030	1093	281	2369	3743	37%	£727,442	£529	1078	4821	4069	623	
EGYPTAIR	CDRL	35	26	0	14	75	207	43	0	1	10	11	9%	£1,040	£1,040	44	55	68	5	
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	6	0	0	0	0	0%	£0	£0	6	6	1	1	2
HUMBERSIDE	CDRL	0	0	0	1	1	0	0	0	0	0	0	0%	£0	£0	0	0	1	0	
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	1	0	0	1	100%	£570	£570	0	1	855	855	
OMAN AIR	CDRL	10	5	0	2	17	112	21	27	2	7	36	81%	£13.610	£469	22	58	48	68	31
ROYAL BRUNEI AIRLINES	CDRL	9	3	0	0	12	344	6	0	0	1	1	0%	£0	£0	6	7	12	1	
RYANAIR	CDRL	10380	1206	23	752	12361	281	2215	146	473	3403	4022	15%	£308,256	£498	2280	6302	8973	699	1
SOUTH AFRICAN AIRWAYS	CDRL	5	0	0	1	6	1	3	0	2	2	4	50%	£3,994	£1,997	3	7	5	3	13
THY TURKISH AIRLINES	CDRL	328	96	0	81	505	192	236	53	19	82	154	47%	£85,882	£1,193	243	397	414	70	
TUI AIRWAYS LTD	CDRL	2591	93	4	270	2958	240	571	202	34	747	983	24%	£219,374	£930	579	1562	2062	96	4
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	334	65	0	14	413	90	77	26	35	131	192	32%	£56,986	£934	80	272	316	98	
VISTARA	CDRL	0	0	0	0	0	0	1	0	0	0	0	0%	£0	£0	1	1	0	0	
WIZZ AIR	CDRL	7425	662	17	547	8651	892	1843	953	1333	468	2754	83%	£1,707,450	£747	1885	4639	6285	432	199
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	
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	443	443	
BRISTOL	CEDR	0	0	3	0	3	0	36	1	1	1	3	67%	£646	£323	36	39	0	0	
BRITISH AIRWAYS PLC	CEDR	5704	370	44	684	6802	182	1488	2902	793	1168	4863	76%	£3,078,976	£833	1602	6465	2823	995	
CATHAY PACIFIC AIRWAYS	CEDR	7	2	0	0	9	33	9	5	1	0	6	100%	£4,986	£831	9	15	3	0	
GATWICK	CEDR	0	0	3	1	4	0	68	1	1	1	3	67%	£500	£250	68	71	1	0	
HEATHROW	CEDR	2	0	6	0	8	0	108	2	3	4	9	56%	£645	£129	111	120	4	1	
MANCHESTER	CEDR	0	1	9	2	12	0	30	2	5	1	8	88%	£1,425	£204	30	38	4	0	
SAS	CEDR	71	8	0	2	81	78	20	48	10	11	69	84%	£35,752	£616	20	89	15	3	
STANSTED	CEDR	0	1	4	2	7	0	9	2	2	0	4	100%	£600	£150	9	13	3	0	
Total	**CDRL**	29636	3118	65	2328	35147		6880	2817	2487	7577	12881	41%	£3,575,804	£674	7084	19965	26019	3958	258
Total	**CEDR**	5784	382	69	695	6930		1768	2963	816	1186	4965	76%	£3,123,530	£827	1885	6850	2850	1003	0
AEGEAN AIRLINES	PACT	12	13	0		25	63	0		7	2	9	78%			3	12	21	6	
AER LINGUS	PACT	146	11	2		159	51	4		35	22	57	61%			12	69	117	14	
AEROFLOT	PACT	2	0	0		2	100	0		1	4	5	20%			1	6	1	4	
AEROITALIA	PACT	7	1	0		8	443	0		0	0	0	0%			0	0	8	0	
AEROMEXCO	PACT	13	1	0		14	128	0		0	25	25	0%			2	27	7	18	
AIR ALBANIA	PACT	3	0	0		3	159	0		1	0	1	100%			0	1	2	0	
AIR ALGERIE	PACT	6	0	0		6	140	0		2	5	7	29%			0	7	3	1	
AIR ARABIA MAROC	PACT	1	0	0		1	33	0		2	0	2	100%			0	2	0	1	
AIR ASIA	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
AIR CANADA	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
AIR CARAIBES	PACT	0	0	0		0	0	0		0	0	0	0%			2	2	0	0	
AIR CORSICA	PACT	0	0	0		0	0	0		0	2	2	0%			0	2	0	2	
AIR DOLOMITI	PACT	0	1	0		1	0	0		1	0	1	100%			0	1	0	0	
AIR EUROPA	PACT	20	5	0		25	112	0		25	4	29	86%			4	33	7	12	
AIR FRANCE / KLM	PACT	0	0	0		0	0	0		0	0	0	0%			4	4	0	0	
AIR INDIA	PACT	36	4	0		40	49	1		16	51	67	24%			18	85	18	45	
AIR MALTA	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	0	1	
AIR MAURITIUS LTD	PACT	1	1	0		2	18	0		0	0	0	0%			0	0	2	0	
AIR MOLDOVA INTERNATIONAL	PACT	3	0	0		3	63	0		0	2	2	0%			1	3	1	0	
AIR NEW ZEALAND LTD	PACT	3	0	0		3	0	0		0	1	1	0%			1	2	1	0	
AIR NIUGINI	PACT	0	1	0		1	0	0		0	1	1	0%			0	1	0	0	
AIR PORTUGAL	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
AIR SERBIA	PACT	2	0	0		2	33	0		1	1	2	50%			0	2	0	0	
AIR TRANSAT	PACT	11	4	0		15	45	0		4	7	11	36%			3	14	10	2	
ALBA STAR	PACT	20	0	0		20	651	0		4	0	4	100%			0	4	16	0	
ALITALIA (CAI)	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
ALL NIPPON AIRWAYS	PACT	5	0	0		5	83	0		0	1	1	0%			3	4	0	0	
AMERICAN AIRLINES	PACT	29	3	0		32	11	2		11	7	18	61%			21	39	21	6	
ARIK AIR	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
ARKEFLY	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
ARKIA	PACT	0	1	0		1	106	0		0	0	0	0%			0	0	1	0	
ATLASGLOBAL	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
AURIGNY AIR SERVICES	PACT	0	0	0		0	0	0		0	3	3	0%			2	5	0	4	
AUSTRIAN AIRLINES	PACT	1	0	0		1	0	0		0	0	0	0%			1	1	1	0	
AVIANCA COLOMBIA	PACT	37	2	0		39	316	0		5	16	21	24%			3	24	27	9	
AZERBAIJAN AIRLINES (AZAL)	PACT	0	1	0		1	30	0		0	6	6	0%			0	6	1	6	
BALKAN AIRLINES	PACT	0	1	0		1	0	0		0	0	0	0%			0	0	1	0	
BH AIR	PACT	6	1	0		7	118	0		1	1	2	50%			0	2	5	0	
BIMAN BANGLADESH AIRLINES	PACT	2	1	0		3	14	0		0	2	2	0%			1	3	1	1	
BLUE AIR	PACT	48	4	0		52	240	0		43	20	63	68%			6	69	26	36	
BLUE ISLANDS LIMITED	PACT	6	0	0		6	18	0		4	2	6	67%			5	11	4	2	
BLUE PANORAMA	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
BLUEBIRD AIRWAYS	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
BRITISH AIRWAYS PLC	PACT	0	0	0		0	0	3		0	0	0	0%			11	11	1	0	
BRUSSELS AIRLINES	PACT	3	0	0		3	0	0		1	1	2	50%			0	2	2	1	
BULGARIA AIR	PACT	1	1	0		2	71	0		1	2	3	33%			1	4	0	1	
CATHAY PACIFIC AIRWAYS	PACT	1	0	0		1	3	0		2	2	4	50%			0	4	0	2	
CEBU PACIFIC	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
CHINA SOUTHERN	PACT	2	1	0		3	494	0		2	0	2	100%			0	2	1	0	
CONDOR	PACT	0	1	0		1	1692	0		0	0	0	0%			0	0	1	0	
COPA AIRLINES	PACT	0	1	0		1	0	0		0	0	0	0%			0	0	1	0	
CORENDON AIRLINES	PACT	67	2	1		70	280	0		25	5	30	83%			0	30	39	0	
CROATIA AIRLINES	PACT	1	0	0		1	23	0		0	1	1	0%			0	1	1	1	
EASTERN AIRWAYS	PACT	9	0	0		9	57	0		3	4	7	43%			4	11	7	6	
EASYJET UK LTD	PACT	0	0	0		0	0	2		0	0	0	0%			3	3	0	0	
EDELWEISS AIR	PACT	0	1	0		1	21	0		0	0	0	0%			0	0	1	0	
EL AL	PACT	1	0	0		1	9	0		1	0	1	100%			0	1	0	0	
EMERALD AIRLINES	PACT	67	1	0		68	1150	0		7	0	7	100%			0	7	66	0	
EMIRATES	PACT	48	10	1		59	14	7		9	20	29	31%			30	59	38	7	
ENTER AIR	PACT	77	2	0		79	99	0		62	1	63	98%			0	63	16	1	
ETHIOPIAN AIRLINES	PACT	4	5	0		9	38	1		4	12	16	25%			6	22	6	10	
ETIHAD AIRWAYS	PACT	25	9	1		35	38	1		12	17	29	41%			12	41	23	20	
EVA AIR	PACT	1	0	0		1	7	0		1	0	1	100%			0	1	1	1	
Fiji Airways	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
FINNAIR	PACT	9	1	0		10	19	0		1	6	7	14%			4	11	7	0	
FLYBE LTD	PACT	2	0	0		2	0	14		0	2	2	0%			27	29	6	0	
FLYBOSNIA	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	1	
FLYDUBAI	PACT	1	0	0		1	0	1		0	0	0	0%			1	1	1	0	
FLYONE	PACT	1	0	0		1	30	0		0	0	0	0%			0	0	1	0	
FREEBIRD AIRLINES	PACT	7	0	0		7	63	1		3	1	4	75%			1	5	3	0	
FRENCH BLUE	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
GEORGIAN AIRWAYS	PACT	1	0	0		1	0	0		1	0	1	100%			0	1	0	0	
GULF AIR	PACT	50	14	0		64	161	0		6	17	23	26%			4	27	51	12	
HAHN AIR	PACT	0	0	0		0	0	0		0	0	0	0%			2	2	0	0	
HEBRIDEAN AIR SERVICE	PACT	1	0	0		1	0	0		1	0	1	100%			0	1	0	0	
HISKY	PACT	0	0	0		0	0	0		0	1	1	0%			0	1	0	0	
IBERIA	PACT	74	22	0		96	112	1		57	9	66	86%			17	83	44	16	
ICELANDAIR	PACT	3	0	0		3	7	0		1	1	2	50%			1	3	1	1	
INDIGO AIRLINES	PACT	0	1	0		1	0	0		0	0	0	0%			0	0	1	0	
IPS AIRWAYS	PACT	3	0	0		3	0	0		0	0	0	0%			0	0	3	0	
IRAN AIR	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
ISLES OF SCILLY SKYBUS	PACT	1	0	0		1	0	0		0	1	1	0%			0	1	1	1	
ITA AIRWAYS	PACT	9	4	0		13	38	1		6	2	8	75%			2	10	7	3	
JAPAN AIRLINES	PACT	4	0	0		4	25	0		1	2	3	33%			2	5	4	3	
JAZEERA AIRWAYS	PACT	0	0	0		0	0	0		0	1	1	0%			1	2	0	1	
JET2.COM LTD	PACT	1120	15	11		1146	70	8		753	110	863	87%			108	971	340	49	
JETBLUE	PACT	5	2	0		7	34	0		2	0	2	100%			0	2	6	0	
JETSTAR	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
KENYA AIRWAYS	PACT	7	5	1		13	74	1		4	1	5	80%			3	8	11	1	
KOREAN AIR	PACT	2	0	0		2	21	0		0	0	0	0%			0	0	2	0	
KUWAIT AIRWAYS	PACT	5	1	0		6	20	0		0	0	0	0%			0	0	6	0	
LATAM AIRLINES BRASIL	PACT	12	10	0		22	85	1		11	1	12	92%			6	18	9	3	
LOGANAIR LTD	PACT	68	3	1		72	50	1		19	25	44	43%			2	46	50	23	
LOT-POLISH AIRLINES	PACT	9	4	0		13	53	0		2	1	3	67%			1	4	12	2	
LUFTHANSA	PACT	6	1	0		7	3	0		3	4	7	43%			1	8	3	3	
LUXAIR	PACT	1	0	0		1	0	0		1	0	1	100%			1	2	0	0	
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	11	2	0		13	50	1		4	2	6	67%			7	13	9	1	
MED-VIEW AIRLINE	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	1	2	0		3	20	0		0	0	0	0%			1	2	1	1	
NEPAL AIRLINES CORPORATION	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
NORSE ATLANTIC	PACT	2	0	0		2	20	0		0	1	1	0%			1	2	1	0	
NORWEGIAN AIR INTERNATIONAL	PACT	1	0	0		1	0	0		1	0	1	100%			0	1	3	0	
NORWEGIAN AIR SHUTTLE	PACT	59	13	0		72	35	2		26	47	73	36%			21	94	32	3	
NOUVEL AIR TUNISIE	PACT	4	2	0		6	250	0		0	3	3	0%			0	3	6	1	
OLYMPIC AIRWAYS	PACT	0	1	0		1	0	0		0	0	0	0%			0	0	1	0	
PAKISTAN INTL AIRLINES	PACT	9	1	0		10	0	0		2	12	14	14%			2	16	5	10	
PEGASUS AIRLINES	PACT	20	4	0		24	27	0		8	13	21	38%			2	23	12	11	
PHILIPPINE AIRLINES	PACT	1	0	0		1	285	1		2	5	7	29%			1	8	0	5	
PLAY	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
PRECISION AIR SERVICES	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
PULLMANTUR AIR	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	1	
QANTAS	PACT	21	8	0		29	57	0		18	0	18	100%			9	27	15	2	
QATAR AIRWAYS	PACT	350	45	1		396	178	7		187	65	252	74%			38	290	217	74	
ROYAL AIR MAROC	PACT	15	8	0		23	141	1		0	46	46	0%			5	51	12	34	
ROYAL JORDANIAN	PACT	2	1	0		3	20	1		2	0	2	100%			1	3	5	1	
RWANDAIR	PACT	6	1	0		7	192	1		0	2	2	0%			1	3	7	2	
RYANAIR	PACT	0	0	0		0	0	0		8	25	33	24%			4	37	0	34	
SAS	PACT	0	0	0		0	0	0		0	0	0	0%			2	2	0	2	
SATA AIR ACORES	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
SAUDI ARABIAN AIRLINES	PACT	40	8	0		48	87	2		14	8	22	64%			8	30	29	1	
SCOOT	PACT	13	2	0		15	639	1		6	1	7	86%			7	14	6	0	
SINGAPORE AIRLINES	PACT	17	3	0		20	29	1		7	1	8	88%			2	10	13	1	
SKY EXPRESS SA	PACT	6	2	0		8	119	0		0	3	3	0%			1	4	0	0	
SPICEJET	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
SRILANKAN AIRLINES	PACT	24	1	0		25	124	1		13	2	15	87%			2	17	16	6	
SUN EXPRESS DEUTSCHLAND	PACT	12	8	0		20	0	0		8	2	10	80%			0	10	11	1	
SWISS AIRLINES	PACT	0	0	0		0	0	0		1	0	1	100%			0	1	1	0	
TAAG - LINHAS AEREAS DE ANGOLA AIRLINES	PACT	0	1	0		1	0	0		0	0	0	0%			0	0	1	0	
TAROM	PACT	2	2	0		4	69	0		0	1	1	0%			0	1	3	0	
THAI AIRWAYS INTERNATIONAL	PACT	65	1	0		66	216	2		9	16	25	36%			31	56	46	18	
THOMAS COOK AIRLINES LTD	PACT	0	0	0		0	0	1		0	0	0	0%			4	4	0	0	
THY TURKISH AIRLINES	PACT	0	0	0		0	0	1		0	0	0	0%			1	1	0	0	
TRANSAVIA	PACT	0	0	0		0	0	0		0	1	1	0%			1	2	0	1	
TRANSAVIA FRANCE	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
TUI AIRWAYS LTD	PACT	0	0	1		1	0	1		0	1	1	0%			5	6	0	0	
TUNISAIR	PACT	4	0	0		4	111	1		2	0	2	100%			1	3	4	2	
UKRAINE INTERNATIONAL AIRLINES	PACT	3	0	0		3	350	0		1	3	4	25%			0	4	3	2	
UNITED AIRLINES	PACT	42	2	0		44	21	3		17	2	19	89%			10	29	28	3	
VIETNAM AIRLINES	PACT	1	1	0		2	0	0		1	0	1	100%			0	1	1	0	
VIRGIN ATLANTIC AIRWAYS LTD	PACT	0	0	0		0	0	1		0	0	0	0%			2	2	0	0	
VISTARA	PACT	2	2	0		4	22	0		0	3	3	0%			2	5	3	0	
VIVAAEROBUS	PACT	0	0	0		0	0	0		0	0	0	0%			1	1	0	0	
VUELING AIRLINES	PACT	263	41	0		304	128	2		182	35	217	84%			9	226	132	48	
WEST JET AIRLINES	PACT	47	5	1		53	113	2		25	9	34	74%			18	52	24	7	
WIDEROE FLYVESELSKAP A/S	PACT	1	0	0		1	9	0		0	0	0	0%			1	1	0	0	
WIZZ AIR	PACT	0	0	1		1	0	1		0	1	1	0%			4	5	0	0	
Total	**PACT**	3172	340	22	0	3534	85	0	1710	750	2460	70%				568	3028	1717	669	0