

		Complaints Received in Quarter							Complaints Resolved in Quarter										Ongoing cases		
	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 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 quarter	Open cases at START of quarter	Overdue payments at the end of the quarter	
Airline / Airport Name																					
AIR ASTANA	CDRL	1	0	0	0	1	1352	0	0	0	0	0	0%	£0	£0	£0	1	1	4	4	
AIR BALIC	CDRL	4	0	0	0	4	112	0	0	1	1	1	14%	£867	£867	£0	1	7	18	21	
AIR CANADA	CDRL	47	15	0	0	62	177	7	1	1	0	2	17%	£2,454	£1,227	£0	30	357	200	157	
AIR CHINA	CDRL	1	0	0	0	1	54	0	0	0	0	0	0%	£0	£0	£0	1	1	12	12	
AIR FRANCE / KLM	CDRL	303	229	0	0	532	452	4	29	177	115	321	64%	£176,479	£857	£64	385	1399	1399	1245	
AIR PORTUGAL	CDRL	194	52	0	0	246	288	4	31	7	14	52	73%	£13,817	£860	£24	81	654	443	7	
DELTA AIRLINES	CDRL	36	14	0	0	50	164	1	0	8	2	10	80%	£7,639	£955	£0	16	103	68	1	
EAST MIDLANDS INTERNATIONAL	CDRL	0	1	0	0	1	12	0	0	0	0	0	0%	£0	£0	£0	0	0	4	1	
EASJET UK LTD	CDRL	907	177	0	0	1084	123	15	129	137	156	183	15%	£147,231	£564	£139	1970	4050	4911	7	
EGYPTAIR	CDRL	10	20	0	0	30	421	1	1	0	0	1	0%	£0	£0	£0	10	15	60	40	
OMAN AIR	CDRL	2	1	0	0	3	5	73	0	2	4	6	33%	£2,690	£1,345	£0	6	40	49	31	
ROYAL BRITISH AIRLINES	CDRL	5	3	0	0	8	447	0	0	0	0	0	0%	£0	£0	£0	3	12	7	1	
RYANAIR	CDRL	3300	738	0	246	4282	384	34	24	92	190	2022	6%	£67,773	£384	£486	2308	8978	7164	1	
SOUTH AFRICAN AIRWAYS	CDRL	1	0	0	0	1	2	0	0	1	0	1	100%	£847	£847	£0	3	5	6	13	
THY TURKISH AIRLINES	CDRL	95	50	0	38	183	263	14	6	6	35	47	26%	£14,153	£1,179	£48	93	414	310	1	
TUI AIRWAYS LTD	CDRL	792	42	0	31	865	431	43	62	9	55	62	11%	£65,457	£892	£176	792	2064	1947	7	
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	81	41	0	1	123	96	3	6	8	43	57	25%	£11,283	£806	£13	70	316	260	1	
WIZZ AIR	CDRL	1600	383	0	55	2038	792	22	143	1290	212	1645	87%	£1,221,475	£852	£371	2016	6280	6241	199	
AIR INDIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	£0	0	17	17	1	
AIR MAURITIUS LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	£0	0	1	1	1	
ASIANA AIRLINES	CDRL	0	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	1	
FLYBE LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	£0	0	443	443	1	
GARUDA INDONESIA	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	£0	0	1	1	2	
HUMBERSIDE	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	£0	0	1	1	1	
NORWEGIAN AIR UK LTD	CDRL	0	0	0	0	0	0	0	0	0	0	0	0%	£0	£0	£0	0	85	85	1	
BRISTOL	CDOR	0	0	0	0	0	0	17	0	0	0	1	0%	£0	£0	£0	17	18	0	1	
BRITISH AIRWAYS PLC	CDOR	1447	132	17	660	2256	170	176	956	220	345	1521	77%	£1,015,112	£863	£421	1942	2823	2334	1	
CATHAY PACIFIC AIRWAYS	CDOR	4	2	0	0	6	19	7	4	0	0	4	100%	£2,307	£578	£0	10	10	19	3	
GATWICK	CDOR	0	0	0	0	0	0	8	0	0	0	0	0%	£0	£0	£0	8	1	0	0	
HEATHROW	CDOR	0	0	0	2	2	0	33	1	2	0	3	100%	£645	£215	£38	1	4	4	0	
MANCHESTER	CDOR	0	0	0	1	1	0	9	0	5	1	6	83%	£675	£135	£15	5	15	7	1	
SAS	CDOR	16	3	0	1	21	60	2	11	4	5	20	75%	£8,489	£366	£24	13	15	16	1	
STANSTED	CDOR	0	0	1	2	3	0	3	0	2	0	2	100%	£250	£125	£5	5	1	2	1	
Total	CDRL	7379	1766	0	452	9597		148	431	1739	4468	6638	33%	£1,752,166	£807	£1350	7997	26019	24270	7	
	CDOR	1467	137	21	667	2292		252	972	233	352	1557	77%	£1,027,478	£853	£503	2060	2850	2367	1	
AEGEAN AIRLINES	PACT	5	2	0	0	7	63	0	4	0	4	4	100%				5	21	19	1	
AER LINGUS	PACT	48	2	2	0	52	57	4	14	14	14	28	50%				33	117	93	1	
AEROFLOT	PACT	1	0	0	0	1	0	0	0	0	0	0	0%				0	1	0	0	
AEROTIALIA	PACT	7	0	0	0	7	56	0	0	0	0	0	0%				0	0	0	0	
AEROMEXICO	PACT	2	0	0	0	2	0	0	0	0	0	0	0%				0	7	5	0	
AIR ALBANIA	PACT	3	0	0	0	3	1600	0	1	0	1	0	100%				0	1	2	0	
AIR ALGERIE	PACT	1	0	0	0	1	75	0	0	2	0	2	100%				2	1	4	1	
AIR DOLOMITI	PACT	0	0	0	0	0	0	0	0	0	0	0	100%				1	0	1	0	
AIR EUROPA	PACT	3	2	0	0	5	87	0	0	12	0	12	100%				0	12	7	14	
AIR INDIA	PACT	5	0	0	0	5	19	1	0	0	10	10	100%				4	14	25	1	
AIR MAURITIUS LTD	PACT	1	1	0	0	2	68	0	0	0	0	0	0%				0	0	0	0	
AIR MOLDOVA INTERNATIONAL	PACT	1	0	0	0	1	90	0	0	2	0	2	0%				2	1	2	1	
AIR NEW ZEALAND LTD	PACT	1	0	0	0	1	0	0	0	0	1	0	0%				0	1	2	1	
AIR NUSIN	PACT	0	0	0	0	0	0	0	0	0	0	0	0%				0	1	0	1	
AIR PORTUGAL	PACT	0	0	0	0	0	0	1	0	0	0	0	0%				1	1	0	1	
AIR SERBIA	PACT	0	0	0	0	0	0	0	0	1	1	2	50%				0	2	0	2	
AIR TRANSAT	PACT	2	1	0	0	3	97	0	1	2	3	3	33%				4	10	11	1	
ALBA STAR	PACT	19	0	0	0	19	5507	0	0	0	0	0	100%				0	19	1	0	
ALL NIPPON AIRWAYS	PACT	1	0	0	0	1	30	0	0	1	1	1	0%				0	1	4	4	
AMERICAN AIRLINES	PACT	8	0	0	0	8	10	2	0	4	3	7	57%				12	21	23	1	
AVIANCA COLOMBIA	PACT	7	0	0	0	7	180	0	0	0	0	0	0%				11	21	0	0	
BAIKAL AIRLINES	PACT	0	1	0	0	1	0	0	0	0	0	0	0%				0	1	0	0	
BI AIR	PACT	2	0	0	0	2	0	0	0	1	1	0	0%				0	1	4	1	
BIHAR BANGLADESH AIRLINES	PACT	1	0	0	0	1	0	0	0	0	0	0	0%				1	1	0	0	
BLUE AIR	PACT	8	0	0	0	8	0	0	3	10	13	23	0%				13	26	30	1	
BLUE ISLANDS LIMITED	PACT	1	0	0	0	1	11	0	1	0	1	1	100%				0	1	4	4	
BRITISH AIRWAYS PLC	PACT	0	0	0	0	0	0	3	0	0	0	0	0%				4	4	1	1	
BRUSSELS AIRLINES	PACT	1	0	0	0	1	0	0	0	0	0	0	0%				0	2	1	1	
BULGARIA AIR	PACT	0	0	0	0	0	0	0	0	2	2	2	0%				3	0	3	1	
CHINA SOUTHERN	PACT	0	0	0	0	0	0	0	0	2	0	2	100%				2	1	3	1	
CONDOR	PACT	0	1	0	0	1	0	0	0	0	0	0	0%				0	1	0	0	
COPA AIRLINES	PACT	0	1	0	0	1	0	0	0	0	0	0	0%				0	1	0	0	
CORENDON AIRLINES	PACT	23	0	0	0	23	1108	0	0	22	5	27	81%				27	39	44	1	