

Quarterly complaints data for Q4 2017 from the CAA Approved ADR entities and the CAA's Passenger Advice and Complaints Team (amended July 2018)

| Airline / Airport name | ADR scheme / PACT | Number of complaints received EC Regulation 261/2004 | Number of complaints received EC Regulation 1107/2006 | Number of complaints received 'others' | Number of complaints decided where a financial remedy awarded | Number of complaints where no remedy was awarded | Number of complaints received per million pax | Total value of financial awards | Average value of financial awards | Uphold rate (in favour of consumer) |
|------------------------|-------------------|------------------------------------------------------|-------------------------------------------------------|----------------------------------------|---------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------|---------------------------------|-----------------------------------|-------------------------------------|
| Aegean Airlines        | PACT              | 2                                                    | 0                                                     | 0                                      | 1                                                             | 3                                                | 17                                            | -                               | -                                 | 25%                                 |
| Aer Lingus             | PACT              | 12                                                   | 0                                                     | 7                                      | 17                                                            | 9                                                | 18                                            | -                               | -                                 | 65%                                 |
| Aeroflot               | PACT              | 8                                                    | 0                                                     | 0                                      | 10                                                            | 0                                                | 68                                            | -                               | -                                 | 100%                                |
| Aeromexico             | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Air Arabia             | PACT              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 66                                            | -                               | -                                 | -                                   |
| Air Astana             | CDRL              | 2                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 216                                           | -                               | -                                 | -                                   |
| Air Baltic             | PACT              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 35                                            | -                               | -                                 | -                                   |
| Air Canada             | CDRL              | 60                                                   | 1                                                     | 10                                     | 4                                                             | 3                                                | 204                                           | £1,926                          | £482                              | 57%                                 |
| Air China              | CDRL              | 8                                                    | 1                                                     | 0                                      | 3                                                             | 6                                                | 112                                           | £1,593                          | £531                              | 33%                                 |
| Air Europa             | PACT              | 3                                                    | 0                                                     | 0                                      | 4                                                             | 0                                                | 53                                            | -                               | -                                 | 100%                                |
| Air France             | CDRL              | 52                                                   | 0                                                     | 16                                     | 16                                                            | 6                                                | 166                                           | £3,531                          | £221                              | 73%                                 |
| Air India              | CDRL              | 23                                                   | 0                                                     | 3                                      | 18                                                            | 11                                               | 141                                           | £4,692                          | £261                              | 62%                                 |
| Air Mauritius          | CDRL              | 0                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | -                                             | -                               | -                                 | -                                   |
| Air Moldova Intl       | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Air New Zealand        | PACT              | 2                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | 38                                            | -                               | -                                 | 100%                                |
| Air Transat            | PACT              | 10                                                   | 0                                                     | 0                                      | 13                                                            | 0                                                | 103                                           | -                               | -                                 | 100%                                |
| Alitalia               | PACT              | 11                                                   | 0                                                     | 8                                      | 15                                                            | 8                                                | 113                                           | -                               | -                                 | 65%                                 |
| American Airlines      | PACT              | 16                                                   | 0                                                     | 3                                      | 21                                                            | 13                                               | 25                                            | -                               | -                                 | 62%                                 |
| Asiana                 | CDRL              | 1                                                    | 1                                                     | 0                                      | 0                                                             | 0                                                | 45                                            | -                               | -                                 | -                                   |
| ASL Airlines           | PACT              | 11                                                   | 0                                                     | 0                                      | 1                                                             | 17                                               | 650                                           | -                               | -                                 | 6%                                  |
| Atlasjet International | PACT              | 1                                                    | 0                                                     | 0                                      | 4                                                             | 0                                                | 41                                            | -                               | -                                 | 100%                                |
| Aurigny Air Services   | PACT              | 0                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | -                                             | -                               | -                                 | 0%                                  |

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| Avianca Colombia       | PACT              | 2                                                    | 0                                                     | 0                                      | 2                                                             | 0                                                | 49                                            | -                               | -                                 | 100%                                |
| BH Air                 | PACT              | 0                                                    | 0                                                     | 0                                      | 3                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Bristol                | CEDR              | 0                                                    | -                                                     | 0                                      | -                                                             | -                                                | -                                             | -                               | -                                 | -                                   |
| Blue Air               | PACT              | 10                                                   | 0                                                     | 1                                      | 8                                                             | 2                                                | 56                                            | -                               | -                                 | 80%                                 |
| Blue Islands           | PACT              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | 18                                            | -                               | -                                 | 0%                                  |
| BMI Regional           | PACT              | 24                                                   | 0                                                     | 0                                      | 3                                                             | 0                                                | 231                                           | -                               | -                                 | 100%                                |
| British Airways        | CEDR              | 790                                                  | 18                                                    | 54                                     | 453                                                           | 210                                              | 81                                            | £398,934                        | £881                              | 68%                                 |
| Bulgaria Air           | PACT              | 9                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | 679                                           | -                               | -                                 | 0%                                  |
| Cathay Pacific Airways | PACT              | 5                                                    | 0                                                     | 0                                      | 0                                                             | 6                                                | 17                                            | -                               | -                                 | 0%                                  |
| China Southern         | PACT              | 0                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | -                                             | -                               | -                                 | 0%                                  |
| Cityjet                | CDRL              | 12                                                   | 0                                                     | 0                                      | 5                                                             | 2                                                | 145                                           | £1,400                          | £280                              | 71%                                 |
| Cobalt Aero            | PACT              | 1                                                    | 0                                                     | 0                                      | 2                                                             | 0                                                | 34                                            | -                               | -                                 | 100%                                |
| Delta                  | CDRL              | 16                                                   | 0                                                     | 9                                      | 0                                                             | 0                                                | 71                                            | -                               | -                                 | -                                   |
| East Midlands Intl     | CDRL              | 0                                                    | -                                                     | 0                                      | 0                                                             | 0                                                | -                                             | -                               | -                                 | -                                   |
| Eastern Airways        | PACT              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | 16                                            | -                               | -                                 | 0%                                  |
| Easyjet                | CEDR              | 1338                                                 | 2                                                     | 22                                     | 459                                                           | 249                                              | 135                                           | £253,514                        | £552                              | 65%                                 |
| Egypt Air              | CDRL              | 3                                                    | 0                                                     | 4                                      | 0                                                             | 0                                                | 109                                           | -                               | -                                 | -                                   |
| El Al                  | PACT              | 2                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | 20                                            | -                               | -                                 | 100%                                |
| Emirates               | PACT              | 72                                                   | 0                                                     | 7                                      | 52                                                            | 39                                               | 59                                            | -                               | -                                 | 57%                                 |
| Enter Air              | PACT              | 11                                                   | 0                                                     | 0                                      | 10                                                            | 0                                                | 377                                           | -                               | -                                 | 100%                                |
| Ethiopian Airlines     | PACT              | 2                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | 39                                            | -                               | -                                 | 100%                                |
| Etihad Airways         | PACT              | 9                                                    | 0                                                     | 2                                      | 7                                                             | 4                                                | 32                                            | -                               | -                                 | 64%                                 |
| Eurowings Luftverkehrs | PACT              | 1                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | 2                                             | -                               | -                                 | 100%                                |

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| Finnair                     | PACT              | 2                                                    | 0                                                     | 0                                      | 2                                                             | 2                                                | 12                                            | -                               | -                                 | 50%                                 |
| Flybe                       | CDRL              | 106                                                  | 0                                                     | 13                                     | 23                                                            | 17                                               | 55                                            | £4,849                          | £211                              | 58%                                 |
| Freebird Airlines           | PACT              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | 84                                            | -                               | -                                 | 0%                                  |
| Garuda Indonesia            | CDRL              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 76                                            | -                               | -                                 | -                                   |
| Garuda Indonesia            | PACT              | 0                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | -                                             | -                               | -                                 | 0%                                  |
| Gulf Air                    | PACT              | 0                                                    | 0                                                     | 1                                      | 1                                                             | 1                                                | 21                                            | -                               | -                                 | 50%                                 |
| Iberia                      | PACT              | 29                                                   | 0                                                     | 12                                     | 59                                                            | 4                                                | 227                                           | -                               | -                                 | 94%                                 |
| Icelandair                  | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Iran Air                    | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Jet Airways                 | PACT              | 3                                                    | 0                                                     | 0                                      | 3                                                             | 1                                                | 14                                            | -                               | -                                 | 75%                                 |
| Jet2                        | PACT              | 24                                                   | 0                                                     | 0                                      | 13                                                            | 19                                               | 13                                            | -                               | -                                 | 41%                                 |
| KLM                         | CDRL              | 161                                                  | 2                                                     | 51                                     | 51                                                            | 12                                               | 212                                           | £18,625                         | £365                              | 81%                                 |
| Loganair                    | PACT              | 3                                                    | 0                                                     | 0                                      | 4                                                             | 1                                                | 18                                            | -                               | -                                 | 80%                                 |
| London City                 | CDRL              | 0                                                    | -                                                     | 0                                      | 0                                                             | 0                                                | -                                             | -                               | -                                 | -                                   |
| London Gatwick              | CEDR              | 0                                                    | -                                                     | 0                                      | 0                                                             | 0                                                | -                                             | -                               | -                                 | -                                   |
| London Heathrow             | CEDR              | 0                                                    | -                                                     | 0                                      | 0                                                             | 0                                                | -                                             | -                               | -                                 | -                                   |
| London Stansted             | CEDR              | 0                                                    | -                                                     | 0                                      | 0                                                             | 0                                                | -                                             | -                               | -                                 | -                                   |
| LOT Polish Airlines         | PACT              | 3                                                    | 0                                                     | 0                                      | 3                                                             | 1                                                | 46                                            | -                               | -                                 | 75%                                 |
| Lufthansa                   | PACT              | 1                                                    | 0                                                     | 0                                      | 1                                                             | 2                                                | 1                                             | -                               | -                                 | 33%                                 |
| Malaysian Airlines System-M | PACT              | 18                                                   | 0                                                     | 1                                      | 15                                                            | 7                                                | 158                                           | -                               | -                                 | 68%                                 |
| Manchester                  | CEDR              | 0                                                    | -                                                     | 0                                      | 0                                                             | 0                                                | -                                             | -                               | -                                 | -                                   |
| Med-View Airline            | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Meridiana Air               | PACT              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 232                                           | -                               | -                                 | -                                   |

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| Monarch Airlines       | PACT              | 0                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | -                                             | -                               | -                                 | 0%                                  |
| Montenegro Airlines    | PACT              | 0                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | -                                             | -                               | -                                 | 0%                                  |
| Norwegian              | CDRL              | 5                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 4                                             | -                               | -                                 | -                                   |
| Norwegian              | PACT              | 124                                                  | 0                                                     | 4                                      | 98                                                            | 27                                               | 95                                            | -                               | -                                 | 78%                                 |
| Oman Air               | PACT              | 2                                                    | 0                                                     | 0                                      | 2                                                             | 2                                                | 23                                            | -                               | -                                 | 50%                                 |
| Onur Air               | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Pakistan Intl Airlines | PACT              | 1                                                    | 0                                                     | 1                                      | 2                                                             | 0                                                | 13                                            | -                               | -                                 | 100%                                |
| Pegasus Airlines       | PACT              | 2                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 21                                            | -                               | -                                 | -                                   |
| Philippine Airlines    | PACT              | 1                                                    | 0                                                     | 0                                      | 2                                                             | 0                                                | 33                                            | -                               | -                                 | 100%                                |
| Qantas                 | PACT              | 2                                                    | 0                                                     | 0                                      | 4                                                             | 2                                                | 15                                            | -                               | -                                 | 67%                                 |
| Qatar Airways          | PACT              | 16                                                   | 0                                                     | 0                                      | 18                                                            | 8                                                | 38                                            | -                               | -                                 | 69%                                 |
| Royal Air Maroc        | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Royal Brunei Airlines  | PACT              | 1                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | 26                                            | -                               | -                                 | 100%                                |
| Ryanair                | CDRL              | 1541                                                 | 6                                                     | 101                                    | 193                                                           | 90                                               | 172                                           | £77,633                         | £402                              | 68%                                 |
| SAS                    | PACT              | 0                                                    | 0                                                     | 0                                      | 0                                                             | 2                                                | -                                             | -                               | -                                 | 0%                                  |
| Saudi Arabian Airlines | PACT              | 0                                                    | 0                                                     | 0                                      | 2                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Singapore Airlines     | PACT              | 2                                                    | 0                                                     | 0                                      | 5                                                             | 0                                                | 9                                             | -                               | -                                 | 100%                                |
| SkyWork                | CDRL              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 338                                           | -                               | -                                 | -                                   |
| Small Planet           | CDRL              | 129                                                  | 0                                                     | 5                                      | 22                                                            | 0                                                | 6553                                          | £24,100                         | £1,095                            | 100%                                |
| Small Planet           | PACT              | 0                                                    | 0                                                     | 0                                      | 15                                                            | 0                                                | -                                             | -                               | -                                 | 100%                                |
| Smartwings             | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 0                                                | -                                             | -                               | -                                 | 100%                                |
| South African Airways  | CDRL              | 9                                                    | 0                                                     | 4                                      | 2                                                             | 2                                                | 215                                           | £685                            | £343                              | 50%                                 |
| Stobart Air            | PACT              | 6                                                    | 0                                                     | 1                                      | 7                                                             | 2                                                | 81                                            | -                               | -                                 | 78%                                 |

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| Swiss Airlines         | PACT              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 0                                                | 3                                             | -                               | -                                 | -                                   |
| TAP Portugal           | CDRL              | 59                                                   | 0                                                     | 49                                     | 14                                                            | 9                                                | 446                                           | £7,400                          | £529                              | 61%                                 |
| Tarom                  | PACT              | 2                                                    | 0                                                     | 0                                      | 1                                                             | 1                                                | 99                                            | -                               | -                                 | 50%                                 |
| Thai Airways Intl      | PACT              | 7                                                    | 0                                                     | 1                                      | 12                                                            | 0                                                | 68                                            | -                               | -                                 | 100%                                |
| Thomas Cook            | CEDR              | 444                                                  | 2                                                     | 12                                     | 158                                                           | 123                                              | 342                                           | £167,153                        | £1,058                            | 56%                                 |
| Titan Airways          | PACT              | 1                                                    | 0                                                     | 0                                      | 3                                                             | 0                                                | 22                                            | -                               | -                                 | 100%                                |
| Transavia              | PACT              | 0                                                    | 0                                                     | 0                                      | 1                                                             | 1                                                | -                                             | -                               | -                                 | 50%                                 |
| TUI                    | CEDR              | 523                                                  | 1                                                     | 4                                      | 303                                                           | 86                                               | 263                                           | £315,208                        | £1,040                            | 78%                                 |
| Turkish Airlines       | CDRL              | 47                                                   | 2                                                     | 25                                     | 8                                                             | 7                                                | 183                                           | £5,447                          | £681                              | 53%                                 |
| Ukraine Intl Airlines  | PACT              | 2                                                    | 0                                                     | 1                                      | 1                                                             | 2                                                | 76                                            | -                               | -                                 | 33%                                 |
| United Airlines        | PACT              | 15                                                   | 0                                                     | 0                                      | 9                                                             | 12                                               | 29                                            | -                               | -                                 | 43%                                 |
| Vanair Europe As       | PACT              | 0                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | -                                             | -                               | -                                 | 0%                                  |
| Vietnam Airlines       | PACT              | 1                                                    | 0                                                     | 0                                      | 0                                                             | 1                                                | 29                                            | -                               | -                                 | 0%                                  |
| Virgin Atlantic        | CDRL              | 48                                                   | 1                                                     | 20                                     | 16                                                            | 13                                               | 54                                            | £15,785                         | £987                              | 55%                                 |
| Vueling Airlines       | PACT              | 37                                                   | 0                                                     | 3                                      | 35                                                            | 20                                               | 83                                            | -                               | -                                 | 64%                                 |
| WestJet                | PACT              | 6                                                    | 0                                                     | 0                                      | 1                                                             | 2                                                | 72                                            | -                               | -                                 | 33%                                 |
| Wizz Air               | CDRL              | 183                                                  | 1                                                     | 56                                     | 78                                                            | 22                                               | 147                                           | £31,928                         | £409                              | 78%                                 |
| WOW Air                | PACT              | 9                                                    | 0                                                     | 3                                      | 21                                                            | 4                                                | 163                                           | -                               | -                                 | 84%                                 |
|                        |                   |                                                      |                                                       |                                        |                                                               |                                                  |                                               |                                 |                                   |                                     |
| Total                  | CDRL              | 2467                                                 | 15                                                    | 366                                    | 453                                                           | 200                                              | 147                                           | £199,593                        | £580                              | 69%                                 |
| Total                  | CEDR              | 3095                                                 | 23                                                    | 92                                     | 1373                                                          | 668                                              | 134                                           | £1,134,809                      | £620                              | 67%                                 |
| Total                  | PACT              | 551                                                  | 0                                                     | 56                                     | 526                                                           | 235                                              | 22                                            | -                               | -                                 | 69%                                 |