

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	0	0	0	1	0	-	£1,068	£1,068	100%
Air Canada/Canada Rouge	CDRL	11	1	0	7	16	297	£3,104	£443	30%
Air China	CDRL	14	4	0	10	20	178	£7,033	£703	33%
Air France	CDRL	160	33	0	12	111	512	£6,654	£554	10%
Air Mauritius	CDRL	19	1	0	5	9	1177	£7,298	£1,460	36%
Cityjet	CDRL	0	0	0	1	2	-	£441	£441	33%
Delta Air Lines	CDRL	14	3	0	14	20	75	£13,867	£991	41%
easyJet	CDRL	430	10	0	33	53	44	£15,858	£481	38%
EgyptAir	CDRL	2	2	0	4	9	55	£5,300	£1,325	31%
Emirates	CDRL	46	8	0	1	24	40	£1,044	£1,044	4%
Flybe	CDRL	223	62	0	23	102	142	£6,735	£293	18%
Garuda Indonesia	CDRL	2	0	0	2	4	311	£1,075	£537	33%
KLM	CDRL	0	0	0	35	173	-	£15,601	£446	17%
Norwegian	CDRL	439	62	0	38	113	679	£18,229	£480	25%
Oman Air	CDRL	11	0	0	0	6	98	£0	-	0%
Royal Brunei Airlines	CDRL	6	0	0	1	4	218	£539	£539	20%
Ryanair	CDRL	0	0	0	1334	474	-	£768,085	£576	74%
South African Airways	CDRL	2	0	0	0	3	52	£0	-	0%
TAP Portugal	CDRL	68	10	0	123	65	336	£94,026	£764	65%
Turkish Airlines	CDRL	48	15	0	33	97	170	£22,078	£669	25%
Virgin Atlantic	CDRL	86	12	0	16	126	78	£22,277	£1,392	11%
Wizz Air	CDRL	221	37	0	186	344	186	£78,536	£422	35%
Bristol	CEDR	1	0	1	1	0	-	£50	£50	100%
British Airways	CEDR	410	54	16	468	353	45	£375,173	£802	57%
Easyjet	CEDR	532	7	0	888	467	54	£531,098	£598	66%
Gatwick	CEDR	0	0	1	1	0	-	£100	£100	100%
Heathrow	CEDR	1	0	0	1	0	-	£200	£200	100%
Manchester	CEDR	0	0	0	1	0	-	£300	£300	100%
Stansted	CEDR	0	0	0	1	0	-	£300	£300	100%
Thomas Cook	CEDR	295	16	2	355	206	324	£267,492	£753	63%
TUI	CEDR	399	5	0	900	161	261	£959,636	£1,066	85%
Aegean Airlines	PACT	1	0	0	0	1	10	-	-	0%
Aer Lingus	PACT	17	2	0	19	20	19	-	-	49%
Aero Mexico	PACT	2	1	0	0	0	89	-	-	-
Aeroflot	PACT	3	3	0	1	0	63	-	-	100%
Air Arabia	PACT	8	0	0	1	1	469	-	-	50%
Air Europa	PACT	3	2	0	2	0	89	-	-	100%
Air India	PACT	32	0	0	15	0	167	-	-	100%
Air Malta	PACT	6	0	0	0	0	95	-	-	-
Air Moldova	PACT	1	0	0	0	0	67	-	-	-
Air New Zealand Ltd	PACT	2	0	0	0	0	40	-	-	-
Air Serbia	PACT	0	0	0	2	0	-	-	-	100%
Air Transat	PACT	5	0	0	3	1	90	-	-	75%
Alitalia	PACT	5	1	0	7	1	36	-	-	88%
American Airlines	PACT	9	1	0	5	9	15	-	-	36%
Arik Air	PACT	1	0	0	0	0	-	-	-	-
ASL Airlines	PACT	1	0	0	2	1	475	-	-	67%
Atlas Global	PACT	3	0	0	0	1	133	-	-	0%
Aurigny Air Services	PACT	2	0	0	1	3	19	-	-	25%
Avianca Colombia	PACT	6	2	0	2	1	204	-	-	67%
BH Air	PACT	2	0	0	0	0	-	-	-	-
Biman Bangladesh Airlines	PACT	2	0	0	0	0	45	-	-	-
Blue Air	PACT	19	2	0	15	1	149	-	-	94%
Blue Panorama	PACT	1	0	0	0	0	-	-	-	-
BMI Regional	PACT	1	1	0	16	1	48	-	-	94%
Brussels Airlines	PACT	2	0	0	0	2	11	-	-	0%
Bulgaria Air	PACT	1	0	0	2	0	6	-	-	100%
Cathay Pacific Airways	PACT	6	0	0	0	0	19	-	-	-
China Airlines	PACT	1	0	0	0	0	47	-	-	-
China Eastern Airlines	PACT	0	1	0	0	0	18	-	-	-
China Southern	PACT	0	0	0	1	1	-	-	-	50%
Croatia Airlines	PACT	2	0	0	0	0	171	-	-	-
Eastern Airways	PACT	0	0	0	2	3	-	-	-	40%
Easyjet Switzerland	PACT	10	0	0	0	1	190	-	-	0%
Edelweiss Air	PACT	3	0	0	0	0	939	-	-	-
El Al	PACT	1	0	0	1	0	13	-	-	100%
Emirates	PACT	0	0	0	11	26	-	-	-	30%
Enter Air	PACT	5	0	0	7	0	273	-	-	100%
ernest airlines	PACT	0	0	0	1	0	-	-	-	100%
Ethiopian Airlines	PACT	0	1	0	0	0	15	-	-	-
Etihad Airways	PACT	14	2	0	15	0	53	-	-	100%
Eurowings	PACT	7	0	0	2	1	15	-	-	67%
Eva Air	PACT	0	0	0	0	2	-	-	-	0%
Finnair	PACT	5	0	0	1	2	29	-	-	33%

Freebird Airlines	PACT	3	0	0	1	1	732	-	-	50%
Gulf Air	PACT	1	0	0	0	1	14	-	-	0%
Iberia	PACT	70	7	0	38	10	367	-	-	79%
Icelandair	PACT	2	1	0	1	0	25	-	-	100%
Jet Airways	PACT	14	6	1	4	0	84	-	-	100%
Jet2	PACT	35	0	0	29	58	21	-	-	33%
Kenya Airways	PACT	1	0	0	1	1	26	-	-	50%
Kuwait Airways	PACT	1	1	0	0	0	31	-	-	-
LATAM	PACT	0	1	0	0	0	17	-	-	-
Loganair	PACT	3	0	0	1	0	18	-	-	100%
LOT Polish Airlines	PACT	3	1	0	2	4	52	-	-	33%
Lufthansa	PACT	12	0	0	0	3	17	-	-	0%
Luxair	PACT	2	0	0	0	0	49	-	-	-
Malaysian Airlines System -MAS	PACT	1	2	0	3	0	37	-	-	100%
Medview Airline	PACT	2	0	0	0	0	-	-	-	-
Oman Air	PACT	0	0	0	0	4	-	-	-	0%
Pakistan International airline (PIA)	PACT	8	0	0	2	1	51	-	-	67%
Pegasus Airlines	PACT	2	1	0	0	2	28	-	-	0%
Philippine Airlines	PACT	2	0	0	3	0	76	-	-	100%
Primera Air	PACT	0	1	0	0	0	-	-	-	-
Qantas	PACT	2	1	0	1	0	26	-	-	100%
Qatar Airways	PACT	43	1	0	6	13	0	-	-	32%
Royal Air Maroc	PACT	6	1	0	2	0	176	-	-	100%
Rwandair	PACT	1	0	0	0	0	140	-	-	-
Ryanair	PACT	427	38	0	29	33	50	-	-	47%
SAS	PACT	2	0	0	0	0	5	-	-	-
Saudi Arabian Airlines	PACT	3	0	0	0	0	33	-	-	-
Singapore Airlines	PACT	2	0	0	0	1	8	-	-	0%
Srilankan Airlines	PACT	3	0	1	1	1	61	-	-	50%
Stobart Air	PACT	15	0	0	1	4	169	-	-	20%
Swiss Airlines	PACT	4	0	0	1	0	10	-	-	100%
TAM Linhas Aereas	PACT	1	0	0	0	1	17	-	-	0%
Tarom	PACT	1	0	0	0	0	61	-	-	-
Thai Airways International	PACT	6	1	0	0	0	56	-	-	-
Thomson	PACT	0	0	1	0	0	1	-	-	-
Titan Airways	PACT	2	1	0	0	0	41	-	-	-
Transavia	PACT	0	0	0	1	0	-	-	-	100%
Transavia France	PACT	0	0	0	0	1	-	-	-	0%
Tunisair	PACT	4	0	0	6	0	257	-	-	100%
Turkmenistan Airlines	PACT	2	0	0	0	0	134	-	-	-
Ukraine International Airlines	PACT	2	0	0	0	0	97	-	-	-
United Airlines	PACT	10	1	0	7	3	23	-	-	70%
Vietnam Airlines	PACT	3	0	0	0	0	73	-	-	-
Volotea	PACT	1	0	0	1	0	3521	-	-	100%
Vueling	PACT	51	5	0	78	31	126	-	-	72%
Westjet	PACT	4	0	0	0	0	67	-	-	-
Wideroe Flyveselskap A/S	PACT	1	0	0	0	0	38	-	-	-
WOWAir	PACT	0	3	0	1	1	80	-	-	50%
Total	CDRL	1802	260	0	1879	1775	37	£1,088,848	£579	51%
Total	CEDR	1638	82	20	2616	1187	0	£2,134,349	£816	69%
Total	PACT	947	94	3	354	253	-	-	-	58%