

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 CANADA	CDRL	8			4	11	429	£ 2,965	£ 741	27%
AIR FRANCE / KLM	CDRL	56	10		12	110	260	£ 5,484	£ 457	10%
AIR PORTUGAL	CDRL	66	2		18	93	1,548	£ 11,254	£ 625	16%
DELTA AIRLINES	CDRL	2				12	84	£ -		
EASYJET UK LTD	CDRL	340	3		141	549	411	£ 65,898	£ 467	20%
EGYPT AIR	CDRL	2	1			5	117	£ -		
OMAN AIR	CDRL	13			2	13	43,333	£ 1,020	£ 510	13%
RYANAIR	CDRL	343	8		28	43	430	£ 9,877	£ 353	39%
SOUTH AFRICAN AIRWAYS	CDRL	1			1	3		£ 1,038	£ 1,038	25%
THY TURKISH AIRLINES	CDRL	30	1		15	46	357	£ 11,675	£ 778	25%
TUI AIRWAYS LTD	CDRL	40	1		9	42	677	£ 13,538	£ 1,504	18%
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	61			30	100	518	£ 43,168	£ 1,430	23%
WIZZ AIR	CDRL	238	3		52	201	843	£ 19,484	£ 375	21%
BRISTOL	CEDR				1			£ 200	£ 200	100%
BRITISH AIRWAYS PLC	CEDR	340	12	7	191	175	363	£ 148,533	£ 778	52%
AEGEAN AIRLINES	PACT				2					100%
AER LINGUS	PACT	9	2		4	4	86			50%
AEROFLOT	PACT	1			2	10	56			17%
AEROMEXICO	PACT	5	2			4				
AIR ALGERIE	PACT	1	1		2					100%
AIR ARABIA MAROC	PACT	1				3	1,129			
AIR EUROPA	PACT	4	1		9		323			100%
AIR INDIA	PACT	8	7		4	7	358			36%
AIR MOLDOVA INTERNATIONAL	PACT					1				
AIR TRANSAT	PACT	1			4	3				57%
ALITALIA (CAI)	PACT		1		1	2	27			33%
AMERICAN AIRLINES	PACT	1	1			3	25			
ARIK AIR	PACT		1							
ARKIA	PACT	1								
ATLASGLOBAL	PACT	1								
AVIANCA COLOMBIA	PACT	2	1			4				
AZERBAIJAN AIRLINES (AZAL)	PACT	5	3				7,547			
BLUE AIR	PACT	7	6		2	2	355			50%
CATHAY PACIFIC AIRWAYS	PACT	2				2	141			
CHINA AIRLINES	PACT					1				
CHINA EASTERN AIRLINES	PACT					1				
EL AL	PACT	6				2	258			
EMIRATES	PACT	5	3		1	7	341			13%
ENTER AIR	PACT	1			1		8			100%
ETHIOPIAN AIRLINES	PACT	1	1		1	2	230			33%
ETIHAD AIRWAYS	PACT	1	1			7	233			
FINNAIR	PACT	1				2	46			
FLYBOSNIA	PACT					1				
FLYONE	PACT					1				
GULF AIR	PACT	1	1		2	3	92			40%
IBERIA	PACT	9	3		7	3	206			70%
ICELANDAIR	PACT				4					100%
ISLES OF SCILLY SKYBUS	PACT	1								
JAZZERA AIRWAYS	PACT	1	1				3,401			
JETZ.COM LTD	PACT	8	3		3	5	1,463			38%
KENYA AIRWAYS	PACT	1				1	535			
LATAM AIRLINES BRASIL	PACT				1	1				50%
LOGANAIR LTD	PACT	4			3	7	29			30%
LOT-POLISH AIRLINES	PACT				4	2				67%
LUXAIR	PACT	1	1				757			
MALAYSIAN AIRLINES SYSTEM-MAS	PACT				1					100%
MED-VIEW AIRLINE	PACT	1								
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT					1				
NORWEGIAN AIR SHUTTLE	PACT	2	1			65	37,037			
NOUVEL AIR TUNISIE	PACT		1							
PAKISTAN INTL AIRLINES	PACT	2			2	2				50%
PEGASUS AIRLINES	PACT	4					175			
PHILIPPINE AIRLINES	PACT	1			3	1				75%
PULLMANTUR AIR	PACT					1				
QANTAS	PACT	1	1				2,186			
QATAR AIRWAYS	PACT	6	6	1	4	10	497			29%
ROYAL AIR MAROC	PACT	14	6			13	6,099			
ROYAL JORDANIAN	PACT	1	1		2		151			100%
RYANAIR	PACT				67	51				57%
SAUDI ARABIAN AIRLINES	PACT	1			1	1	54			50%
SHENZHEN AIRLINES	PACT				1					100%
SINGAPORE AIRLINES	PACT					1				
STOBART AIR	PACT	1	2			1	741			
THAI AIRWAYS INTERNATIONAL	PACT	7	4				2,332			
TUNISAIR	PACT	2	2			1	1,726			
UKRAINE INTERNATIONAL AIRLINES	PACT	1			4	2	65			67%
UNITED AIRLINES	PACT				2					100%
VUELING AIRLINES	PACT	15	10		7	3	702			70%
WEST JET AIRLINES	PACT	2			4		1,996			100%

		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
CDRL	TOTAL	1,200	29	-	312	1,228	479	£ 185,401	£ 594	20%
CEDR	TOTAL	340	12	7	192	175	363	£ 148,733	£ 775	52%
PACT	TOTAL	151	74	1	155	244	233	£ -	£ -	39%