

| 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 BALTIC                    | CDRL                   | 6                           | 1                            |                              |  |                   |                            | 346 £         |               |                           |
| AIR CANADA                    | CDRL                   | 4                           | 5                            |                              |  | 3                 |                            | 60 £          | 3,605 £       | 1,202                     |
| AIR FRANCE / KLM              | CDRL                   | 93                          | 36                           |                              |  | 172               |                            | 172 £         | 19,736 £      | 519                       |
| AIR PORTUGAL                  | CDRL                   | 50                          | 11                           |                              |  | 38                |                            | 32 £          | 21,881 £      | 576                       |
| ASIANA AIRLINES               | CDRL                   |                             |                              |                              |  |                   |                            | 1 £           |               |                           |
| DELTA AIRLINES                | CDRL                   | 4                           |                              |                              |  | 4                 |                            | 40 £          |               |                           |
| EASYJET UK LTD                | CDRL                   | 373                         | 76                           |                              |  | 118               |                            | 338 £         | 52,594 £      | 446                       |
| EGYPTAIR                      | CDRL                   | 2                           | 3                            |                              |  | 7                 |                            | 118 £         | 6,203 £       | 3,101                     |
| OMAN AIR                      | CDRL                   | 4                           | 2                            |                              |  | 1                 |                            | 384 £         | 294 £         | 294                       |
| ROYAL BRUNEI AIRLINES         | CDRL                   | 1                           |                              |                              |  | 1                 |                            | 1,239 £       |               |                           |
| RYANAIR                       | CDRL                   | 713                         | 118                          |                              |  | 164               |                            | 638 £         | 73,555 £      | 449                       |
| SOUTH AFRICAN AIRWAYS         | CDRL                   | 2                           |                              |                              |  |                   |                            |               |               |                           |
| THY TURKISH AIRLINES          | CDRL                   | 36                          | 17                           |                              |  | 23                |                            | 12            | 24,461 £      | 1,064                     |
| TUI AIRWAYS LTD               | CDRL                   | 75                          | 3                            |                              |  | 28                |                            | 33 £          | 21,046 £      | 752                       |
| VIRGIN ATLANTIC AIRWAYS LTD   | CDRL                   | 76                          | 13                           |                              |  | 19                |                            | 55            | 19,957 £      | 1,050                     |
| WIZZ AIR                      | CDRL                   | 393                         | 46                           |                              |  | 113               |                            | 248           | 44,767 £      | 296                       |
| BRITISH AIRWAYS PLC           | CEDR                   | 595                         | 33                           | 10                           |  | 302               |                            | 179           | 258,355 £     | 889                       |
| HEATHROW                      | CEDR                   |                             |                              | 2                            |  | 1                 |                            | 0 £           | 250 £         | 250                       |
| SAS                           | CEDR                   | 3                           |                              |                              |  | 1                 |                            | 21            |               |                           |
| ALSEAN AIRLINES               | PACT                   | 2                           |                              |                              |  | 1                 |                            | 31            |               | 100%                      |
| AER LINGUS                    | PACT                   | 10                          |                              |                              |  | 8                 |                            | 2             | 26            | 80%                       |
| AEROFLOT                      | PACT                   | 1                           |                              |                              |  | 4                 |                            | 33            |               | 100%                      |
| AEROMEXICO                    | PACT                   | 4                           | 1                            |                              |  |                   |                            |               |               |                           |
| AIR ALGERIE                   | PACT                   |                             |                              |                              |  |                   |                            | 2             |               | 100%                      |
| AIR ARABIA MAROC              | PACT                   |                             |                              |                              |  |                   |                            | 1             |               | 100%                      |
| AIR CORSICA                   | PACT                   | 1                           | 1                            |                              |  |                   |                            |               |               |                           |
| AIR EUROPA                    | PACT                   | 6                           | 3                            |                              |  | 6                 | 1                          | 216           |               | 86%                       |
| AIR INDIA                     | PACT                   | 17                          | 3                            |                              |  | 4                 | 6                          | 122           |               | 46%                       |
| AIR MALTA                     | PACT                   |                             |                              |                              |  |                   |                            | 1             |               | 100%                      |
| AIR NEW ZEALAND LTD           | PACT                   |                             |                              |                              |  |                   |                            | 1             |               | 100%                      |
| AIR TRANSAT                   | PACT                   | 1                           |                              |                              |  |                   | 1                          | 55            |               |                           |
| AMERICAN AIRLINES             | PACT                   | 2                           | 2                            |                              |  |                   |                            | 12            |               |                           |
| ARRIA                         | PACT                   |                             |                              |                              |  |                   |                            | 1             |               |                           |
| AVIANCA COLOMBIA              | PACT                   | 2                           |                              |                              |  |                   |                            |               |               |                           |
| AZERBAIJAN AIRLINES (AZAL)    | PACT                   |                             |                              |                              |  |                   |                            | 4             |               |                           |
| BIMAN BANGLADESH AIRLINES     | PACT                   | 1                           |                              |                              |  |                   |                            | 41            |               |                           |
| BLUE AIR                      | PACT                   | 13                          | 3                            |                              |  | 4                 | 2                          | 361           |               | 67%                       |
| CATHAY PACIFIC AIRWAYS        | PACT                   | 1                           |                              |                              |  | 1                 |                            | 24            |               |                           |
| EASTERN AIRWAYS               | PACT                   | 1                           | 1                            |                              |  |                   |                            | 78            |               |                           |
| EL AL                         | PACT                   | 1                           |                              |                              |  | 2                 |                            | 24            |               | 100%                      |
| EMIRATES                      | PACT                   | 6                           | 1                            |                              |  | 7                 | 6                          | 13            | 10            | 13%                       |
| ENTER AIR                     | PACT                   | 1                           |                              |                              |  |                   |                            | 3             | 5             |                           |
| ETHIOPIAN AIRLINES            | PACT                   | 4                           | 1                            |                              |  | 1                 | 1                          | 119           |               | 50%                       |
| ETIHAD AIRWAYS                | PACT                   | 9                           | 3                            |                              |  | 1                 | 1                          | 60            |               | 50%                       |
| EVA AIR                       | PACT                   | 1                           |                              |                              |  |                   |                            | 1             | 31            |                           |
| FINNAIR                       | PACT                   | 1                           | 1                            |                              |  |                   |                            | 24            |               |                           |
| FLYBOSNIA                     | PACT                   | 1                           |                              |                              |  |                   |                            | 1             | 97            |                           |
| GLESE AIR                     | PACT                   | 5                           | 2                            |                              |  |                   |                            | 1             |               |                           |
| HEXY                          | PACT                   | 1                           |                              |                              |  |                   |                            |               |               |                           |
| IBERIA                        | PACT                   | 9                           |                              |                              |  | 12                | 3                          | 64            |               | 80%                       |
| ISLES OF SCILLY SKYBUS        | PACT                   |                             |                              |                              |  |                   |                            | 3             |               |                           |
| JAPAN AIRLINES                | PACT                   | 1                           |                              |                              |  |                   |                            | 77            |               |                           |
| JAZEERA AIRWAYS               | PACT                   |                             |                              |                              |  |                   |                            | 2             |               |                           |
| JETZ.COM LTD                  | PACT                   | 20                          | 2                            | 1                            |  | 4                 | 14                         | 13            |               | 22%                       |
| KENYA AIRWAYS                 | PACT                   | 1                           |                              |                              |  |                   |                            | 47            |               | 100%                      |
| LATAM AIRLINES BRASIL         | PACT                   | 1                           |                              |                              |  |                   |                            | 80            |               | 100%                      |
| LAUDA MOTION GMBH             | PACT                   |                             |                              |                              |  |                   |                            | 1             |               | 100%                      |
| LOGANAIR LTD                  | PACT                   | 14                          |                              |                              |  | 3                 | 2                          | 49            |               | 60%                       |
| LOT POLISH AIRLINES           | PACT                   | 1                           |                              |                              |  |                   |                            | 31            |               |                           |
| MALAYSIAN AIRLINES SYSTEM-MAS | PACT                   | 1                           |                              |                              |  |                   |                            | 137           |               |                           |
| NORWEGIAN AIR SHUTTLE         | PACT                   | 19                          | 1                            |                              |  |                   |                            | 19            |               |                           |
| PAKISTAN INTL AIRLINES        | PACT                   | 5                           |                              |                              |  |                   | 2                          |               |               |                           |
| PEGASUS AIRLINES              | PACT                   | 7                           | 1                            |                              |  |                   | 4                          | 6             | 63            | 40%                       |
| PULLMANTUR AIR                | PACT                   |                             |                              |                              |  |                   |                            | 2             |               |                           |
| QANTAS                        | PACT                   | 2                           |                              |                              |  |                   | 2                          | 84            |               |                           |
| QATAR AIRWAYS                 | PACT                   | 38                          | 1                            |                              |  | 12                | 10                         | 136           |               | 55%                       |
| ROYAL AIR MAROC               | PACT                   | 7                           | 1                            |                              |  | 1                 | 8                          | 1,667         |               | 11%                       |
| RYANAIR                       | PACT                   |                             |                              |                              |  | 44                | 32                         |               |               | 58%                       |
| SAS                           | PACT                   |                             |                              |                              |  |                   |                            | 1             |               | 100%                      |
| SAUDI ARABIAN AIRLINES        | PACT                   |                             |                              |                              |  |                   |                            | 1             |               | 100%                      |
| SHENZHEN AIRLINES             | PACT                   | 1                           |                              |                              |  |                   |                            | 1             |               | 100%                      |
| SINGAPORE AIRLINES            | PACT                   | 1                           |                              |                              |  |                   |                            | 12            |               |                           |
| SRI LANKAN AIRLINES           | PACT                   | 5                           |                              |                              |  |                   |                            | 197           |               |                           |
| STOBART AIR                   | PACT                   |                             |                              |                              |  |                   |                            | 3             |               | 100%                      |
| SWISS AIRLINES                | PACT                   | 1                           |                              |                              |  |                   |                            | 7             |               |                           |
| THAI AIRWAYS INTERNATIONAL    | PACT                   | 3                           |                              |                              |  |                   |                            | 171           |               |                           |
| TRANSavia                     | PACT                   |                             | 1                            |                              |  |                   |                            | 2,700         |               |                           |
| TUNISAIR                      | PACT                   |                             |                              |                              |  | 2                 |                            |               |               | 100%                      |
| UNITED AIRLINES               | PACT                   | 2                           |                              |                              |  |                   |                            | 3             | 12            | 100%                      |
| VISTARA                       | PACT                   | 1                           |                              |                              |  |                   |                            | 31            |               | 100%                      |
| VOLOTEA                       | PACT                   | 1                           |                              |                              |  |                   |                            | 1             |               | 100%                      |
| VUELING AIRLINES              | PACT                   | 17                          | 5                            |                              |  | 29                | 3                          | 186           |               | 91%                       |
| WEST JET AIRLINES             | PACT                   | 3                           |                              |                              |  | 2                 |                            | 96            |               | 100%                      |

  

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|------|-----------------------------|------------------------------|------------------------------|--|-------------------|----------------------------|---------------|---------------|---------------------------|
| CDRL | 1,722                       | 331                          |                              | 547  | 1,420             | 136 £                      | 288,098 £     | 577           | 38%                       |
| CEDR | 602                         | 33                           | 12                           | 303  | 179               | 45 £                       | 258,635 £     | 887           | 63%                       |
| PACT | 752                         | 32                           | 1                            | 163  | 127               | 50 £                       | - £           | -             | 56%                       |