

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			2	4	127	£687	£343	33%
AIR CANADA	CDRL	27	9		1	5	103	£1,040	£1,040	17%
AIR FRANCE / KLM	CDRL	384	62		90	57	340	£57,819	£642	61%
AIR PORTUGAL	CDRL	83	17		29	13	370	£16,621	£573	69%
DELTA AIRLINES	CDRL	10	1				36			
EASJET UK LTD	CDRL	2597	55	2	446	252	245	£227,159	£509	64%
EGYPTAIR	CDRL	7	3		1	2	142	£1,040	£1,040	33%
OMAN AIR	CDRL	2	2		1	1	126	£600	£600	50%
ROYAL BRUNEI AIRLINES	CDRL	1					555			
RYANAIR	CDRL	2674	124	1	222	407	235	£101,677	£458	35%
SOUTH AFRICAN AIRWAYS	CDRL	3			1	2		£3,147	£3,147	33%
THY TURKISH AIRLINES	CDRL	74	21		21	10	164	£22,816	£1,086	68%
TUI AIRWAYS LTD	CDRL	631	18		54	90	197	£50,930	£943	38%
VIRGIN ATLANTIC AIRWAYS LTD	CDRL	68	11		11	39	68	£10,526	£957	22%
WIZZ AIR	CDRL	2072	47		84	82	811	£53,376	£635	51%
BRISTOL	CEDR			3	1		1	£546	£546	100%
BRITISH AIRWAYS PLC	CEDR	1448	57	11	983	276	166	£809,506	£824	78%
CATHAY PACIFIC AIRWAYS	CEDR	1					25			
GATWICK	CEDR			3	1		0	£400	£400	100%
HEATHROW	CEDR			2		2	0			
MANCHESTER	CEDR			5	1		1	£0	£0	100%
SAS	CEDR	19	2		17	4	77	£6,769	£398	81%
STANSTED	CEDR			2	1		0	£200	£200	100%
AEGEAN AIRLINES	PACT		2			1	18			
AER LINGUS	PACT	20	7		12	2	33			86%
AEROFLOT	PACT						1			
AEROMEXICO	PACT						13			
AIR ALGERIE	PACT	1				5	87			
AIR ARABIA MAROC	PACT				1					100%
AIR CORSICA	PACT					2				
AIR DOLOMITI	PACT		1							
AIR EUROPA	PACT	7	1		3	4	145			43%
AIR INDIA	PACT	9	2		7	20	60			26%
AIR MOLDOVA INTERNATIONAL	PACT	1					74			
AIR SERBIA	PACT	2					118			
AIR TRANSAT	PACT	1				1	12			
ALL NIPPON AIRWAYS	PACT	1					326			
AMERICAN AIRLINES	PACT	13	1		2	2	17			50%
AURIGNY AIR SERVICES	PACT					3				
AVIANCA COLOMBIA	PACT	19			3	3	490			50%
AZERBAIJAN AIRLINES (AZAL)	PACT					2				
BH AIR	PACT	1					74			
BIMAN BANGLADESH AIRLINES	PACT					1				
BLUE AIR	PACT	18	3		24	4	251			86%
BLUE ISLANDS LIMITED	PACT	1			1	2	9			33%
BRUSSELS AIRLINES	PACT				1					100%
BULGARIA AIR	PACT	1	1		1		359			100%
CATHAY PACIFIC AIRWAYS	PACT				2	1				67%
CHINA SOUTHERN	PACT	1	1				68966			
CORENDON AIRLINES	PACT	16	2				164			
EASTERN AIRWAYS	PACT	3				4	63			
EL AL	PACT	1					11			
EMERALD AIRLINES	PACT	1			1		75			100%
EMIRATES	PACT	13	3		2	9	17			18%
ENTER AIR	PACT	9	1		7		41			100%
ETHIOPIAN AIRLINES	PACT	1	1		2	7	16			22%
ETIHAD AIRWAYS	PACT	4	2	1	5	9	35			36%
EVA AIR	PACT				1					100%
FINNAIR	PACT	1			1	2	7			33%
FLYBE LTD	PACT	7	1				119			
FREEBIRD AIRLINES	PACT	4					124			
GEORGIAN AIRWAYS	PACT				1					100%
GULF AIR	PACT	7	3		2	3	105			40%
HISKY	PACT					1				
IBERIA	PACT	12	4		24	2	66			92%
ICELANDAIR	PACT	1					9			
IPS AIRWAYS	PACT	3								
ISLES OF SCILLY SKYBUS	PACT	1								
ITA AIRWAYS	PACT		1		1	1	10			50%
JAPAN AIRLINES	PACT	2					49			
JET2.COM LTD	PACT	521	8	5	3	36	114			8%
KENYA AIRWAYS	PACT	1	2		3		77			100%
KUWAIT AIRWAYS	PACT	3					45			
LATAM AIRLINES BRASIL	PACT	2			6	1	35			86%
LOGANAIR LTD	PACT	10		1	5	4	28			56%
LOT-POLISH AIRLINES	PACT	1				1	14			
LUFTHANSA	PACT	3					4			
MALAYSIAN AIRLINES SYSTEM-MAS	PACT	2			1		34			100%
MIDDLE EAST AIRLINES (AIR LIBAN S A L)	PACT	1					26			
NORWEGIAN AIR SHUTTLE	PACT	13	3		11	25	35			31%
NOUVEL AIR TUNISIE	PACT	1	1			1	278			
PAKISTAN INTL AIRLINES	PACT					7				
PEGASUS AIRLINES	PACT	8	1		4	5	46			44%
PHILIPPINE AIRLINES	PACT					1				
QANTAS	PACT	3	2		1		56			100%
QATAR AIRWAYS	PACT	77	10		34	24	172			59%
ROYAL AIR MAROC	PACT	3	2			11	128			
ROYAL JORDANIAN	PACT				1					100%
RWANDAIR	PACT					1				
RYANAIR	PACT	1					0			
SAUDI ARABIAN AIRLINES	PACT	7	1		1	3	62			25%
SCOOT	PACT	5	1				454			
SINGAPORE AIRLINES	PACT				1					100%
SKY EXPRESS SA	PACT	2	1			1	163			
SRI LANKAN AIRLINES	PACT	7			7	2	160			78%
SUN EXPRESS DEUTSCHLAND	PACT	5	4							
SWISS AIRLINES	PACT				1					100%
TAAG - LINHAS AEREAS DE ANGOLA AIRL	PACT		1							
THAI AIRWAYS INTERNATIONAL	PACT	13	1		5	2	194			71%
TUI AIRWAYS LTD	PACT			1			0			
UKRAINE INTERNATIONAL AIRLINES	PACT					2				
UNITED AIRLINES	PACT	8			5		13			100%
VIETNAM AIRLINES	PACT	1								
VISTARA	PACT					2				
VUELING AIRLINES	PACT	82	12		56	7	133			89%
WEST JET AIRLINES	PACT	20	3	1	3		153			100%
WIZZ AIR	PACT		1				0			
		Complaints received Reg 261	Complaints received 'others'	Complaints received Reg 1107	Remedy awarded (complaints decided)	No remedy awarded	Complaints per million pax	Total awarded	Average award	Uphold rate for consumers
CDRL	TOTAL	8639	370	3	963	964	275	£ 547,437	£ 568	50%
CEDR	TOTAL	1468	59	26	1004	282	163	£ 817,420	£ 814	78%
PACT	TOTAL	981	91	9	255	241	-	£ -	£ -	51%