

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%
<b>Total</b>	<b>CDRL</b>	<b>2467</b>	<b>15</b>	<b>366</b>	<b>453</b>	<b>200</b>	<b>147</b>	<b>£199,593</b>	<b>£580</b>	<b>69%</b>
<b>Total</b>	<b>CEDR</b>	<b>3095</b>	<b>23</b>	<b>92</b>	<b>1373</b>	<b>668</b>	<b>134</b>	<b>£1,134,809</b>	<b>£620</b>	<b>67%</b>
<b>Total</b>	<b>PACT</b>	<b>551</b>	<b>0</b>	<b>56</b>	<b>526</b>	<b>235</b>	<b>22</b>	<b>-</b>	<b>-</b>	<b>69%</b>