

[REDACTED]  
[REDACTED]

17 July 2017  
Reference: F0003249

Dear [REDACTED]

I am writing in respect of your recent request of 19 June 2017, for the release of information held by the Civil Aviation Authority (CAA). Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request:

**1)a Please list by airline the numbers of complaints accepted since 1 June 2016 against member airlines by the following ADR bodies: CEDR, Retail Ombudsman, sop, Czech Trade and Inspection Authority and ARN.**

We hold data on the number of complaints and number of complaints refused, for the time period January 2016 to end March 2017 for airlines signed-up to CEDR and for July 2016 to end March 2017 for airlines signed-up to CDRL (Consumer Dispute Resolution Ltd<sup>1</sup>).

We do not hold data for the period from 1 June 2016 specifically because data is reported to us for a quarterly period. We have, therefore, provided more data than asked for in regards to those airlines signed-up to CEDR, rather than less.

For SOP the CAA holds data for the time period 1 August 2016 to 31 December 2016.

For the Czech Trade Inspection Authority the CAA holds data for the time period February 2016 to March 2017.

For ARN the CAA holds data for the time period August 2016 to March 2017.

Airline (ADR entity signed to)	Number of complaints	Number of complaints refused
British Airways (CEDR)	919	54
easyJet (CEDR)	1255	99
Thomas Cook (CEDR)	439	96
Thomson (CEDR)	2350	328

<sup>1</sup> CAA approval is to Consumer Dispute Resolution Ltd (CDRL) which has traded under the name of 'The Retail Ombudsman' for its retail clients.

Airline (ADR entity signed to)	Number of complaints	Number of complaints refused <sup>2</sup>
Air Canada (CDRL)	84	1
Air China (CDRL)	22	1
Air India(CDRL)	91	0
Arik Air(CDRL)	37	0
Asiana (CDRL)	1	0
Astana(CDRL)	1	0
Cityjet (CDRL)	18	0
Egypt Air(CDRL)	25	0
Flybe(CDRL)	206	5
Ryanair(CDRL)	2,800	7
South African Airways(CDRL)	15	0
Tap Portugal(CDRL)	85	1
Turkish(CDRL)	201	0
Virgin(CDRL)	64	3
Wizz(CDRL)	613	2

Airline (ADR entity signed to)	Number of complaints	Number of complaints refused
Austrian (SOP)	5	0
Brussels (SOP)	13	0
Eurowings (SOP)	28	0
Germania (SOP)	3	0
Germanwings (SOP)	5	0
Lufthansa (SOP)	65	0
Swiss (SOP)	61	0

Airline (ADR entity signed to)	Number of complaints	Number of complaints refused
Czech Airlines (Czech Trade Inspection)	28	8
Travel Service (Czech Trade Inspection)	6	0

Airline (ADR entity signed to)	Number of complaints	Number of complaints refused
SAS (ARN)	11	2

**1)b Please also list by airline the numbers of complaints in which each of the CAA-approved ADR bodies have found in the consumer's favour.**

The CAA has approved 3 ADR entities: CEDR, Consumer Dispute Resolution Ltd and Net Neutrals. In regards to the European (non-UK) ADR providers, these are approved by their own member states. We have provided the data the CAA currently holds as relates to your particular question.

Please note that further information in relation to the CAA's policy on recognising and assessing the competency of the European (non-UK) ADR providers ('EU listed bodies') in regards to the aviation sector, can be found in [CAP 1408](#).

<sup>2</sup> Note there were also 105 complaints refused on the basis of the airline not being signed up to the scheme.

The CAA holds data on the outcome of complaints which is provided below, according to the categories in which the data is held by the CAA. 'Remedy' means where the determination has been in favour of the consumer; whether that be a monetary award, vouchers or an apology. Virtually all 'Remedies' are monetary awards, generally compensation under EC Regulation 261/2004.

The CAA currently holds this level of data for the time period January 2016 to March 2017 for airlines signed to CEDR; and July 2016 to March 2017 for airlines signed to Consumer Dispute Resolution Ltd.

Airline (ADR entity signed to)	Remedy	No Remedy
British Airways (CEDR)	343	96
easyJet (CEDR)	259	61
Thomas Cook (CEDR)	156	47
Thomson (CEDR)	631	32

Airline (ADR entity signed to)	Remedy	No remedy
Air Canada (CDRL)	18	5
Air China (CDRL)	1	0
Air India(CDRL)	5	0
Arik Air(CDRL)	0	1
Astana(CDRL)	1	0
Cityjet (CDRL)	2	1
Egypt Air(CDRL)	5	3
Flybe(CDRL)	28	17
Ryanair(CDRL)	1013	541
South African Airways(CDRL)	7	4
Tap Portugal(CDRL)	23	4
Turkish(CDRL)	34	27
Virgin(CDRL)	14	1
Wizz(CDRL)	285	66

**1)c Please list by airline the numbers of ADR cases since 1 June 2016 in which, following a determination in the consumer's favour which requires a payment to be made by the airline to the consumer, payment has been delayed beyond the expected timescale of 20 working days.**

**1)d Please list by airline the number of ADR cases since 1 June 2016 in which payment which an airline has been directed to make to a consumer remains outstanding.**

In response to 1c and 1d, I can confirm that the CAA does not currently hold this data. In this regard, we plan to add a requirement on CAA approved (UK) ADR entities to provide the CAA with information periodically on the number of payments outstanding. For additional context, it is worth noting that the CAA has received very few complaints to date about delays in payment where the ADR entity has made a determination in the consumer's favour.

2)a Please supply the number of UK passenger complaints about airlines received by the CAA in the year to the end of May 2017.

Airline	Total	Delay	Cancellation	Other
Adria Airways	2	1	0	1
Aegean	1	0	1	0
Aegean Airlines	11	2	5	4
Aer Lingus	81	25	28	28
Aero Mexico	9	2	1	6
Aeroflot	10	3	2	5
Air Algerie	3	1	0	2
Air Arabia	3	2	0	1
Air Asia	2	0	0	2
Air Baltic	8	4	0	4
Air Berlin	17	8	1	8
Air Blue	1	1	0	0
Air Canada	23	12	5	6
Air Caraibes Atlantique	1	1	0	0
Air Charter Service	1	0	0	1
Air China	7	2	1	4
Air Europa	91	66	9	16
Air France	98	36	7	55
Air India	34	15	5	14
Air Malta	3	2	0	1
air maroc	1	0	0	1
Air Mauritius Ltd	9	3	1	5
Air Moldova International	3	1	1	1
Air New Zealand Ltd	1	0	0	1
Air Nostrum	1	0	0	1
Air Serbia	1	1	0	0
Air Transat	43	30	2	11
Air Zena	1	0	1	0
Alba Star	5	5	0	0
Alitalia	80	21	8	51
American Airlines	196	85	38	73
Arab Tours LTD	1	0	1	0
Arik Air	6	2	0	4
ASL Airlines	13	10	2	1
Astra Airlines	1	1	0	0
Atlasjet International	8	2	3	3
Aurigny Air Services	6	2	1	3
Austrian Airlines	12	5	3	4
Avianca Colombia	17	12	0	5
Azerbaijan Airlines (Azal)	1	1	0	0
BH Air	46	40	1	5
Biman Bangladesh Airlines	20	18	0	2
Blue Air	37	33	0	4
Blue Islands	8	0	4	4

<b>BMI Regional</b>	128	43	80	5
<b>British Airways</b>	443	179	94	170
<b>Brussels Airlines</b>	46	13	9	24
<b>Bulgaria Air</b>	16	13	1	2
<b>Cathay Pacific Airways</b>	31	15	2	14
<b>China Airlines</b>	1	0	0	1
<b>China Eastern Airlines</b>	6	1	0	5
<b>China Southern</b>	6	1	4	1
<b>Cimber Air A/S</b>	1	0	1	0
<b>City Airline</b>	1	1	0	0
<b>City Jet</b>	28	11	11	6
<b>Citywing</b>	1	0	0	1
<b>Cobalt Aero</b>	29	19	7	3
<b>Condor</b>	22	18	2	2
<b>Croatia Airlines</b>	4	1	1	2
<b>CSA Czech Airlines</b>	5	3	0	2
<b>Cubana</b>	2	1	0	1
<b>Delta Airlines</b>	52	25	10	17
<b>Dragon Air</b>	1	0	0	1
<b>Eastern Airways</b>	8	1	5	2
<b>Easyjet Airline Company</b>	1030	465	384	181
<b>Easyjet Switzerland</b>	6	3	2	1
<b>Edelweiss Air</b>	1	1	0	0
<b>Egypt Air</b>	1	1	0	0
<b>EI AI</b>	12	8	1	3
<b>Emirates</b>	258	93	19	146
<b>Enter Air</b>	14	14	0	0
<b>Ethiopian Airlines</b>	7	1	1	5
<b>Etihad Airways</b>	140	55	4	81
<b>Eurocypria Airlines Ltd</b>	1	1	0	0
<b>Europe Airpost</b>	11	11	0	0
<b>Eurowings Luftverkehrs</b>	17	6	2	9
<b>EVA Air</b>	3	0	0	3
<b>Finnair</b>	11	4	4	3
<b>Fly Hellas</b>	1	1	0	0
<b>Flybe</b>	88	26	24	38
<b>Garuda Indonesia</b>	24	10	2	12
<b>Germania Fluggesellschaft</b>	5	5	0	0
<b>Germanwings</b>	12	8	3	1
<b>GOL</b>	1	0	0	1
<b>Gulf Air</b>	19	7	2	10
<b>Halidays4u</b>	1	1	0	0
<b>Helvetic Airways</b>	4	1	2	1
<b>Hi Fly</b>	4	2	0	2
<b>Iberia</b>	207	107	41	59
<b>Icelandair</b>	17	4	4	9
<b>Indigo</b>	1	0	0	1

<b>InterCaribbean Airways</b>	1	1	0	0
<b>Iran Air</b>	2	1	0	1
<b>Iraqi Airways</b>	1	1	0	0
<b>Isles Of Scilly Skybus</b>	4	1	3	0
<b>Israir</b>	1	0	0	1
<b>Jet Airways</b>	28	9	1	18
<b>Jet2</b>	150	103	10	37
<b>Jetairfly</b>	1	1	0	0
<b>Kenya Airways</b>	13	5	2	6
<b>KLM</b>	168	48	34	86
<b>Kuwait Airways</b>	4	3	1	0
<b>La Compagnie</b>	3	1	2	0
<b>LAN Chile</b>	1	1	0	0
<b>liat</b>	2	0	0	2
<b>Loganair</b>	26	14	6	6
<b>LOT Polish Airlines</b>	14	12	0	2
<b>Lufthansa</b>	67	24	21	22
<b>Luxair</b>	1	0	1	0
<b>Malaysian Airlines System - MAS</b>	94	46	6	42
<b>MEA Middle East Airlines</b>	1	0	0	1
<b>Med-View Airline</b>	21	12	0	9
<b>Meridiana Air</b>	17	9	3	5
<b>Monarch Airlines</b>	272	226	12	34
<b>Montenegro Airlines</b>	3	0	1	2
<b>NIKI LUFTFAHRT</b>	1	1	0	0
<b>Norwegian Air Shuttle</b>	756	528	155	73
<b>Nouvelair Tunisie</b>	2	2	0	0
<b>Oman Air</b>	17	7	3	7
<b>Onur Air</b>	6	6	0	0
<b>Orbest</b>	1	1	0	0
<b>Other airline</b>	9	5	1	3
<b>Pakistan International Airlines PIA</b>	64	34	12	18
<b>Pegasus Airlines</b>	41	21	4	16
<b>Philippine Airlines</b>	16	7	7	2
<b>Plus Ultra Lineas Aereas</b>	2	1	1	0
<b>Privilege Style</b>	1	1	0	0
<b>Qantas</b>	47	28	3	16
<b>Qatar Airways</b>	127	34	15	78
<b>Royal Air Maroc</b>	35	6	7	22
<b>Royal Brunei Airlines</b>	10	3	6	1
<b>Royal Jordanian</b>	4	3	0	1
<b>Ryanair</b>	315	152	61	102
<b>SAS</b>	21	10	8	3
<b>Sata</b>	1	1	0	0
<b>Saudi Arabian Airlines</b>	26	8	14	4
<b>Scandinavian Airlines</b>	1	1	0	0

Sea Air	1	0	1	0
Shaheen Air International	12	7	2	3
Sichuan Airlines	1	0	1	0
Singapore Airlines	15	7	0	8
Sky Wings Airlines	2	2	0	0
Small Planet Airlines (LT)	222	210	6	6
Small Planet Airlines (PL)	38	37	1	0
Smart Wings	15	13	0	2
South African Airways	8	3	1	4
Southern China Airline	1	0	0	1
Srilankan Airlines	16	2	1	13
Star1 Airlines	1	0	0	1
Stobart Air	17	8	7	2
Sun Air Of Scandinavia	2	0	2	0
Sunwing Airlines Inc	1	1	0	0
Swiss Airlines	43	21	16	6
TAM Linhas Aereas	10	3	1	6
TAP Portugal	9	0	5	4
Tarom	2	2	0	0
Thai Airways International	29	21	2	6
Thai Lion Air	1	0	0	1
Thomas Cook Airlines	160	118	10	32
Thomson Airways	249	215	8	26
Titan Airways	6	5	1	0
Tor Air	1	0	0	1
Transaero Airlines	1	0	1	0
Transavia	6	2	3	1
Transavia France	2	1	1	0
Travel Service Airlines	7	7	0	0
Tunisair	5	3	1	1
Turkish THY Turk Hava Yollari	37	6	3	28
Turkmenistan Airlines	10	10	0	0
Tyrolean Jet Services	1	0	0	1
Ukraine International Airlines	32	14	6	12
United Airlines	86	52	17	17
US Airways	10	5	4	1
Uzbekistan Airlines	1	1	0	0
Vanair Europe As	2	0	1	1
Vietnam Airlines	22	21	0	1
Viking Airlines	3	2	0	1
Virgin Atlantic Airways	94	39	15	40
VLM Airlines	6	0	2	4
Volotea	15	13	1	1
Vueling Airlines	415	241	83	91
Westjet	24	17	7	0
Wideroe Flyveselskap A/S	1	0	1	0
Wizz Air	95	65	13	17

<b>WOW Air</b>	70	55	3	12
<b>XL Airways France</b>	1	1	0	0
<b>Total</b>	<b>7856</b>	<b>4243</b>	<b>1480</b>	<b>2133</b>

**2)b Please list these complaints by entity (airline), type, total complaints and complaints per million passengers (in the same way as the CAA's UK Passenger Complains are organised in PDF charts here: <https://www.caa.co.uk/Data-and-analysis/Data-for-passengers/Complaints-and-enforcement/UK-Passenger-complaints/UK-passenger-complaints-2016/>)**

Please see above. The CAA does not hold information on the total of complaints per million passengers. This information will be published on our website in the near future.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Caroline Chalk  
 Head of External Information Services  
 Civil Aviation Authority  
 Aviation House  
 Gatwick Airport South  
 Gatwick  
 RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
 FOI/EIR Complaints Resolution  
 Wycliffe House  
 Water Lane  
 Wilmslow  
 SK9 5AF

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



Rihanne Stephen  
 Information Rights Officer

**CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.