

## 2018 YEAR IN REVIEW

### COMPLAINTS RECEIVED

26,877

Total Complaints Received

4,994

Total Complaints Rejected

Because...

- 556 - Airline not contracted to ADR scheme
- 8 - Complainant not waited sufficient time for airline to respond
- 60 - Deadlock letter/ non-reply too long ago.
- 1,502 - Dispute considered by another ADR body/court.
- 984 - No attempt to contact airline by complainant
- 1,872 - Outside Scope
- 12 - Would impair effective operation of the ADR entity

20,696

Total Complaints Accepted

which were made up of:



10,105

FLIGHT DELAYS



8,116

FLIGHT CANCELLATION



574

BAGGAGE



1,904

OTHERS

Discontinued

2,193

Complainant out of Contact

1,377

Complaint Withdrawn

137

Duplicate complaint

654

False / fraudulent information / documents

2

Consumer and the trader agree (including where a conflict of interest)

28

## OUTCOMES

Cases reviewed and closed in 2018...

Total cases closed

16,711 of which...

