

Q1 2019 DATA

COMPLAINTS RECEIVED

3,447

Total Complaints Received

727

Total Complaints Rejected

Because...

- 83 - Airline not contracted to ADR scheme
- 1 - Complainant not waited sufficient time for airline to respond
- 15 - Deadlock letter/ non-reply too long ago.
- 2 - Dispute considered by another ADR body/court.
- 271 - No attempt to contact airline by complainant
- 353 - Outside Scope
- 2 - Would impair effective operation of the ADR entity

2,720

Total Complaints Accepted

which were made up of:



1,399

FLIGHT DELAYS



585

FLIGHT CANCELLATION



165

BAGGAGE



571

OTHERS

Discontinued

731

Complainant out of Contact

521

Complaint Withdrawn

26

Duplicate complaint

181

False / fraudulent information / documents

2

Consumer and the trader agree a conflict of interest)

1

OUTCOMES

Cases reviewed and completed during this time...

Total cases closed

320 of which...

