

Annual Report

***For the purposes of compliance with Regulation 11 (and Schedule 5) of The
Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and
Information) Regulations 2015 (as amended)***

ADR Entity Name:

AviationADR

Date of Publication on ADR Entity's website: **14th May 2019**

Time Period covered in this report: **1st April 2018 – 31 March 2019**

Date submitted to the CAA: **14th May 2019**

1. The Number of Domestic disputes and cross-border disputes the ADR entity has received

We received 25690 cases during this time period

2. The Types of Complaints to which the Domestic disputes and cross-border disputes relate:

Eu Regulation 261 / 2004	
Complaint Type	Number of Complaints
Cancellation - Right to Care	117
Cancellation - Information	2
Cancellation - Compensation	8740
Cancellation - Refund	110
Cancellation - Alternative Flight	967
Cancellation - Expenses	534
Delay - Right to Care	7
Delay - Information	0
Delay - Compensation	11634
Delay - Refund	70
Delay - Alternative Flight	4

Delay - Expenses	147
Denied Boarding - Selection for	0
Denied Boarding - Right to Care	0
Denied Boarding - Information	1
Denied Boarding - Compensation	445
Denied Boarding - Refund	28
Denied Boarding - Alternative Flight	8
Denied Boarding - Expenses	16
Diverted	94
Downgraded	10
Article 9 (3) - Right to Care for persons with reduced mobility / unaccompanied children	3
Article 11 - Persons with reduced mobility of special needs	12
Other	761
Total	23710

EU regulation 1107 / 2006	
Complaint Type	Number of Complaints
Refusal to accept a reservation	1
Refusal to embark a passenger with a reservation	0
Pre-Notification not reordered / transmitted	0
Staff Attitude and behaviour	14
Information concerning a flight	0
Transport of mobility equipment	0
Seating	0
Seating of accompanying persons in a seat next to the PRM	0
Assistance Dogs	0
Moving to the onboard toilet	0
Damaged and Lost Mobility equipment	0
Other	5
Total	20

Other	
Complaint Type	Number of Complaints

Medical Issue	60
Missed connections	33
Tickets & Fares	72
In-Flight Facilities and services	73
Delayed / Damaged / Lost / Stolen Baggage	645
Cabin Baggage	60
Safety	1
Booking Problem	253
Complaint Process	0
Schedule Changes	25
Other	738
Total	1960

3. A Description of any systematic or significant problems that occur frequently and lead to disputes between consumer and traders of which the ADR Entity has become aware due to its operations as an ADR entity
 - **Flight Cancellation: There is still confusion as to what is 'comparable transport conditions' in relation to re-routing**
 - **Flight delay: disputes around what passes the test of 'extraordinary circumstances' and what reasonable measures an airline can be expected to take**
 - **Information provided to passenger by handling agents/airline representatives at the airport, is often inadequate/incorrect.**
4. Any recommendations the ADR entity may have as to how the problems referred to in '3' above could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices.
 - **Further guidance from the CAA on 'comparable transport conditions' to both ADR providers and airlines**
 - **Better communications between airline head office's and ground staff**
5. The Number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds on which the ADR entity has declined to consider such disputes:

Total Number of disputes which the ADR entity has refused to deal with: **7375**

Grounds of Refusal (As Applicable)	% Share (of all refused)
Outside Scope	37.00
Not an Airline which is contracted to ADR Scheme	10.99
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	0.23
No attempt to contact airline by complainant	21.60
Dispute frivolous / vexatious	0.00

Dispute considered by another ADR Body / Court	28.62
Over Monetary threshold	0.00
Deadlock letter / non-reply too long ago	1.15
Would impair effective operating of the ADR Entity	0.43

6. The percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation:

Reasons for discontinuation (As Applicable)	% Share (of all refused)
Complainant out of contact	62.48
Complaint withdrawn by complainant	8.99
Consumer is believed by the ADR entity to have provided false or fraudulent information or documents (at any stage)	0.11
The Trader has misled the ADR entity with regard to a ground that may or may not exist for refusing to accept or continue with the resolution of a dispute	0.00
The consumer has been abusive to an ADR Official of the ADR Entity	0.00
Both the consumer and trader agree, including where a conflict of interest has been identified and it is not possible for the reasons referred to in this policy to transfer the ADR procedure to another ADR entity approved by the CAA	2.25
Duplicate complaint	26.17

7. The average time taken to resolve domestic disputes and cross border disputes
During 2018 the average time was 82 days
8. The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures.
99.2% -
I) Air India failed to adhere to some determinations within the specified timeframe.
II) Ryanair refused to accept AviationADR's position in relation to 'internal strikes'.
9. The co-operation, if any, of the ADR Entity within any network of ADR entities which facilitates the resolution of cross-border disputes.
AviationADR is a member of TravelNet, a network of 'travel' ADR providers across the EU.