

# 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:

**Consumer Dispute Resolution Limited TA AviationADR**

Date of publication on ADR Entity's website: **06 June 2025**

Time period covered in this report: **01 April 2024 – 31 March 2025**

Date submitted to the CAA: **06 June 2025**

1. The number of domestic disputes and cross-border disputes the ADR Entity has received.  
**We received 55849 cases during this time period.**

2. The types of complaints to which the domestic disputes and cross-border disputes relate:

<b>Eu Regulation 261 / 2004</b>	
<b>Complaint Type</b>	<b>Number of Complaints</b>
Cancellation - Right to Care	0
Cancellation - Information	0
Cancellation - Compensation	10266
Cancellation - Refund	1070
Cancellation - Alternative Flight	3
Cancellation - Expenses	2175
Delay - Right to Care	0
Delay - Information	0
Delay - Compensation	21644
Delay - Refund	1279

Delay - Alternative Flight	1
Delay - Expenses	2431
Denied Boarding - Selection for	0
Denied Boarding - Right to Care	0
Denied Boarding - Information	0
Denied Boarding - Compensation	1187
Denied Boarding - Refund	323
Denied Boarding - Alternative Flight	0
Denied Boarding - Expenses	647
Diverted	0
Downgraded	0
Article 9 (3) - Right to Care for persons with reduced mobility / unaccompanied children	3
Article 11 - Persons with reduced mobility of special needs	2
Other	1317
<b>Total</b>	<b>42348</b>

<b>EU Regulation 1107 / 2006</b>	
<b>Complaint Type</b>	<b>Number of Complaints</b>
Refusal to accept a reservation	0
Refusal to embark a passenger with a reservation	0
Pre-Notification not reordered / transmitted	0
Staff Attitude and behaviour	0
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	0
<b>Total</b>	<b>0</b>

<b>Other</b>	
<b>Complaint Type</b>	<b>Number of Complaints</b>
Medical Issue	10
Missed connections	0
Tickets & Fares	156
In-Flight Facilities and services	2
Delayed / Damaged / Lost / Stolen Baggage	2657
Cabin Baggage	5
Safety	0
Booking Problem	378
Complaint Process	1
Schedule Changes	0
Other	10292
<b>Total</b>	<b>13501</b>

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.

**Rerouting in times of disruption continues to be an issue which is raised when claims are lodged via AADR. Airlines do not always meet the passenger's expectation of providing alternative travel with alternative carriers, rather than the passenger having to source their own replacement flights and pursue a refund afterwards.**

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, to raise traders' standards and to facilitate the exchange of information and best practices.

**The process for rerouting in such situations needs to be made easier and smoother for all parties concerned. This is something that the CAA has previously looked at implementing and is certainly worthy of further consideration. However, this is complex issue.**

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: 6597**

<b>Grounds of Refusal (As Applicable)</b>	<b>% Share (of all refused)</b>
Outside Scope	90.96
Not an Airline which is contracted to ADR Scheme	1.83
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	0.14
No attempt to contact airline by complainant	4.50
Dispute frivolous / vexatious	0.24
Dispute considered by another ADR Body / Court	0.59
Over Monetary threshold	0.83
Deadlock letter / non-reply too long ago	0.09
Would impair effective operating of the ADR Entity	0.82

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

<b>Reasons for discontinuation (As Applicable)</b>	<b>% Share (of all refused)</b>
Complainant out of contact	45.60
Complaint withdrawn by complainant	5.77
Consumer is believed by the ADR entity to have provided false or fraudulent information or documents (at any stage)	2.05
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	0.58
Duplicate complaint	46.00

7. The average time taken to resolve domestic disputes and cross border disputes.

**During 2024/2025 the average time was 39 days.**

8. The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures.

i) **We continue to report on a monthly basis on airlines who are not making the payments awarded in the Final Determination, within the specified time frame. The number of claims affected in this way has decreased significantly and we continue to work closely with the airlines which exceed the 30 days permitted to process the payment due.**

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 remains a member of TravelNet, a group of ADR/NEB entities across the EU, dealing with travel disputes. The group meets in person annually and via Teams throughout the year, to share best practice and updates.**