

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: **23 August 2023**

Time period covered in this report: **01 April 2022 – 31 March 2023**

Date submitted to the CAA: **22 August 2023**

1. The number of domestic disputes and cross-border disputes the ADR Entity has received.
We received 46996 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	0
Cancellation - Information	5
Cancellation - Compensation	13249
Cancellation - Refund	843
Cancellation - Alternative Flight	10
Cancellation - Expenses	1490
Delay - Right to Care	0
Delay - Information	7
Delay - Compensation	16950
Delay - Refund	328

Delay - Alternative Flight	2
Delay - Expenses	313
Denied Boarding - Selection for	0
Denied Boarding - Right to Care	1
Denied Boarding - Information	0
Denied Boarding - Compensation	901
Denied Boarding - Refund	141
Denied Boarding - Alternative Flight	0
Denied Boarding - Expenses	194
Diverted	43
Downgraded	0
Article 9 (3) - Right to Care for persons with reduced mobility / unaccompanied children	1
Article 11 - Persons with reduced mobility of special needs	7
Other	6082
Total	40567

EU regulation 1107 / 2006	
Complaint Type	Number of Complaints
Refusal to accept a reservation	2
Refusal to embark a passenger with a reservation	0
Pre-Notification not reordered / transmitted	0
Staff Attitude and behaviour	6
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
Total	8

Other	
Complaint Type	Number of Complaints
Medical Issue	85
Missed connections	7
Tickets & Fares	25
In-Flight Facilities and services	43
Delayed / Damaged / Lost / Stolen Baggage	1488
Cabin Baggage	35
Safety	0
Booking Problem	221
Complaint Process	0
Schedule Changes	1
Other	4516
Total	6241

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.

The main issues that passengers were experiencing during this time period, were disruption of flights due to ground handling issues being experienced by airports around the UK. There were also issues with the time taken for Airlines to respond to claims lodged directly with them.

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.

Airports and Airlines had previously been forced to cut resources due to the effects of the Pandemic and when air travel started to become widely accessible and desirable again, Airlines and Airports were in some cases, unable to recruit and train staff quickly enough to handle the sudden surge in flights and subsequent increase in the volume of claims. This was a situation which had not been experienced previously and one from which lessons can be learnt.

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: 6569

Grounds of Refusal (As Applicable)	% Share (of all refused)
Outside Scope	92.93
Not an Airline which is contracted to ADR Scheme	1.28
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	0.32
No attempt to contact airline by complainant	3.92
Dispute frivolous / vexatious	0.0
Dispute considered by another ADR Body / Court	0.95
Over Monetary threshold	0.02
Deadlock letter / non-reply too long ago	0.50
Would impair effective operating of the ADR Entity	0.08

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	16.50
Complaint withdrawn by complainant	10.58
Consumer is believed by the ADR entity to have provided false or fraudulent information or documents (at any stage)	2.97
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	1.34
Duplicate complaint	68.61

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

During 2022/2023 the average time was 77 days.

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

i) We have experienced delays with some Airlines, in payments being made on claims. This appears to have been due to not only the volume of claims being made, but also the limited resources some Airlines had at their disposal throughout this time. We continue to chase late payments regularly and we produce a monthly report which is sent to each Airline member, as well as to the CAA.

ii) The CAA became involved in the matter of the late payments in relation to Wizz Air claims. Following this intervention and consistent communication between Wizz Air, the CAA and AviationADR, this issue has significantly improved.

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 has continued to meet regularly, albeit virtually, throughout the year, to share best practices and to discuss the issues raised by passengers. The network is now restarting its previous practice of meeting in person.