

# 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: **24 May 2024**

Time period covered in this report: **01 April 2023 – 31 March 2024**

Date submitted to the CAA: **24 May 2024**

1. The number of domestic disputes and cross-border disputes the ADR Entity has received.  
**We received 44095 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	1
Cancellation - Information	2
Cancellation - Compensation	10474
Cancellation - Refund	935
Cancellation - Alternative Flight	1
Cancellation - Expenses	1115
Delay - Right to Care	1
Delay - Information	2
Delay - Compensation	18111
Delay - Refund	814

Delay - Alternative Flight	2
Delay - Expenses	538
Denied Boarding - Selection for	0
Denied Boarding - Right to Care	2
Denied Boarding - Information	0
Denied Boarding - Compensation	1059
Denied Boarding - Refund	276
Denied Boarding - Alternative Flight	0
Denied Boarding - Expenses	139
Diverted	12
Downgraded	1
Article 9 (3) - Right to Care for persons with reduced mobility / unaccompanied children	3
Article 11 - Persons with reduced mobility of special needs	6
Other	3750
<b>Total</b>	<b>37244</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	8
Information concerning a flight	1
Transport of mobility equipment	0
Seating	1
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>10</b>

<b>Other</b>	
<b>Complaint Type</b>	<b>Number of Complaints</b>
Medical Issue	116
Missed connections	6
Tickets & Fares	171
In-Flight Facilities and services	34
Delayed / Damaged / Lost / Stolen Baggage	2348
Cabin Baggage	135
Safety	0
Booking Problem	445
Complaint Process	0
Schedule Changes	7
Other	3579
<b>Total</b>	<b>6841</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.

**In cases of flight cancellation, the main area of contention seems to be around rerouting and the costs incurred by the Passenger to do so, given that the Airline in many cases is unable to provide suitable rerouting options from their own programme of flights, and in most cases, is unable to secure a flight on behalf of the Passenger, with another carrier. This results in the Passengers having to source and pay for their own replacement flights and then having to lodge a claim in order to recoup these costs.**

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.**

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: 6381**

<b>Grounds of Refusal (As Applicable)</b>	<b>% Share (of all refused)</b>
Outside Scope	93.48
Not an Airline which is contracted to ADR Scheme	1.53
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	0.01
No attempt to contact airline by complainant	3.41
Dispute frivolous / vexatious	0.00
Dispute considered by another ADR Body / Court	0.97
Over Monetary threshold	0.34
Deadlock letter / non-reply too long ago	0.17
Would impair effective operating of the ADR Entity	0.09

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	23.31
Complaint withdrawn by complainant	6.18
Consumer is believed by the ADR entity to have provided false or fraudulent information or documents (at any stage)	2.93
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	0.04
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	0.72
Duplicate complaint	66.82

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

**During 2023/2024 the average time was 65 days.**

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

i) **We continued to experience delays with some Airlines not making the payments due, within the specified timeframes. 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 has started to publish data on overdue payments and all Airlines were made aware of this prior to this practice commencing. This appears to have had a positive impact on the time taken for payments to be made. The number of claims appearing on the monthly overdue payment reports has now significantly decreased. We continue to push Airlines to make payments within the 30-day timeframe as failure to do so does initiate complaints.**

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 has now restarted its practice of meeting in person.**