

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: CEDR

Date of publication on ADR entity's website: 29 May 2019

Time period covered in this report: 1 April 2018 to 31 March 2019

Date submitted to the CAA: 22 May 2019

1. The number of domestic disputes and cross-border disputes the ADR entity has received:

CEDR has received a total of 16965 domestic disputes and no cross-border disputes.

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	2
Cancellation – compensation	4426
Cancellation – refund	9
Cancellation – alternative flight	6
Cancellation – expenses	14
Delay – right to care	0
Delay – information	1
Delay – compensation	11449
Delay – refund	48
Delay – alternative flight	0
Delay – expenses	6
Denied Boarding – selection for	0
Denied Boarding – right to care	0
Denied Boarding – information	0
Denied Boarding – compensation	439

Denied Boarding – refund	11
Denied Boarding – alternative flight	1
Denied Boarding – expenses	3
Diverted	1
Downgraded	11
Article 9(3) – Right to Care for persons with reduced mobility / unaccompanied children	11
Article 11 – persons with reduced mobility or special needs	94
Other	0
Total	16530

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 recorded / transmitted	0
Staff attitude and behaviour	7
Information concerning a flight	2
Transport of mobility equipment	1
Seating	51
Seating of accompanying persons in a seat next to the PRM	1
Assistance dogs	0
Moving to the onboard toilet	0
Damaged and lost mobility equipment	0
Other	0
Total	64

Other	
Complaint type	Number of Complaints
Medical issues	3
Missed connections	0
Tickets & fares	18
In-flight facilities and services	24
Delayed / damaged / lost / stolen baggage	279
Cabin baggage	9
Safety	7
Booking problems	30
Complaint process	0
Schedule changes	1
Other	0
Total	371

3. A description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity:

Where consumers face delays or cancellations to their flights, or where their luggage is not delivered at their final destination, airlines do not always proactively advise those consumers of their rights and that they are able to make claims for compensation free of charge. This results in high numbers of consumers making claims via third parties, particularly through claims management companies who take a proportion of the compensation that a consumer is entitled to.

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:

Traders should always aim to proactively advise consumers of their rights and that they can make claims for compensation free of charge by contacting them directly. This will reduce the overall number of disputes being referred to ADR and will ensure that consumers are receiving the full amount of compensation they are entitled to.

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: **280**

Ground of refusal (as applicable)	% share (of all refused)
Outside scope	86.4%
Not an airline which is contracted to ADR scheme	0.7%
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	11.4%
No attempt to contact airline by complainant	1.1%
Dispute frivolous / vexatious	0
Dispute considered by another ADR body / court	0
Over monetary threshold	0
Deadlock letter / non-reply too long ago	0
Would impair effective operation of the ADR entity	0.4%

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

Reason for discontinuation (as applicable)	% share (of all discontinued)
Complainant out of contact	28.2%
Complaint withdrawn by complainant	71.6%
Consumer is believed by the ADR entity to have provided false or fraudulent information or documents (at any stage)	0
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	0.1%
The consumer has been abusive to an ADR official of the ADR entity	0
Both the consumer and the 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	0.1%

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

Domestic disputes took an average of 49 calendar days to resolve.

No cross-border disputes were received by CEDR.

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

While there have been some isolated instances of compliance with outcomes not being carried out within the timescale specified in CEDR's Scheme Rules, all outcomes have ultimately been complied with by traders.

CEDR has a process in place whereby a trader that fails to comply with an adjudicator's decision that has been accepted by the consumer has their registration with CEDR suspended. If non-compliance persists, the trader's registration with CEDR is terminated.

9. The co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes:

Since 2018, CEDR has been a member of the Travel_Net group of European ADR entities facilitating the sharing of cross-border disputes and of best practice on dispute resolution in the aviation and travel sector.