

## Two-Yearly Report

*For the purposes of compliance with Regulation 11 (and Schedule 6) 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:** 13 July 2020

**Time period covered in this report:** 1 April 2018 to 31 March 2020

**Date submitted to the CAA:** 10 July 2020

1. The number of disputes received by the ADR entity and the types of complaints to which the disputes related:

EU Regulation 261 / 2004	
Complaint type	Number of Complaints
Cancellation – right to care	0
Cancellation – information	2
Cancellation – compensation	5861
Cancellation – refund	23
Cancellation – alternative flight	65
Cancellation – expenses	71
Delay – right to care	1
Delay – information	2
Delay – compensation	15844
Delay – refund	52
Delay – alternative flight	5
Delay – expenses	16
Denied Boarding – selection for	0
Denied Boarding – right to care	0
Denied Boarding – information	0
Denied Boarding – compensation	661
Denied Boarding – refund	17
Denied Boarding – alternative flight	10
Denied Boarding – expenses	9
Diverted	8
Downgraded	35

Article 9(3) – Right to Care for persons with reduced mobility / unaccompanied children	38
Article 11 – persons with reduced mobility or special needs	129
Other	0
<b>Total</b>	<b>22847</b>

<b>EU Regulation 1107 / 2006</b>	
<b>Complaint type</b>	<b>Number of Complaints</b>
Refusal to accept a reservation	5
Refusal to embark a passenger with a reservation	2
Pre-notification not recorded / transmitted	1
Staff attitude and behaviour	25
Information concerning a flight	6
Transport of mobility equipment	4
Seating	101
Seating of accompanying persons in a seat next to the PRM	2
Assistance dogs	0
Moving to the onboard toilet	2
Damaged and lost mobility equipment	0
Assistance through airport; onto aircraft; disembarkation	13
Other	3
<b>Total</b>	<b>164</b>

<b>Other</b>	
<b>Complaint type</b>	<b>Number of Complaints</b>
Medical issues	5
Missed connections	28
Tickets & fares	64
In-flight facilities and services	43
Delayed / damaged / lost / stolen baggage	525

2. The percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached:

<b>Reason for discontinuation (as applicable)</b>	<b>% share (of all discontinued)</b>
Complainant out of contact	18.5%
Complaint withdrawn by complainant	81.3%
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%

3. The average time taken to resolve the disputes which the ADR entity has received:

Disputes took an average of 46 calendar days to resolve.

The rate of compliance, if known, with the outcomes of its alternative

4. dispute resolution procedures:

All outcomes have been complied with by traders.

5. Any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future:

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.

6. Where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its co-operation in that network:

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.

- In April 2018, Travel-Net members met for a workshop in Vienna, Austria hosted by Verbraucherschlichtungsstelle.
- In June 2018, Travel-Net met at the European Commission's ADR Assembly in Brussels, Belgium. At the ADR Assembly, Travel-Net made a presentation about its work to the delegates.
- In October 2018, Travel-Net members met for a workshop in Thessaloniki, Greece hosted by ADRpoint.
- In April 2019, Travel-Net members met for a workshop in Paris, France hosted by Médiation du Tourisme et Voyage.
- In October 2019, CEDR hosted a Travel-Net workshop in London, UK.

7. Where the ADR entity provides training to its ADR officials, details of the training it provides:

- Regular meetings of ADR officials to discuss issues and new developments in the law and in the cases referred to the scheme;
- Practice directions on extraordinary circumstances and reasonable measures;
- Updates on new case law in the UK and European courts;
- CEDR operates a secure online portal in order for its ADR Officials to access:
  - A library of relevant law and guidance
  - Practice directions from the Lead and Principal Adjudicators
  - Discussion topics for the sharing of best practice among ADR Officials
  - Training videos on using CEDR's case management system

8. An assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance:

CEDR provides a highly effective alternative dispute resolution procedure. The quality of the adjudication process is clear from the fact that every CEDR adjudicator is legally qualified, ensuring that every dispute that reaches adjudication is rigorously evaluated in line with the law. Furthermore, the service provided by CEDR offers a highly efficient means of bringing swift resolutions to disputes. CEDR reaches an outcome within an average of 46 days from the submission of the customer's application, which is significantly quicker than the 90-day requirement set by the Regulations.

Improvements can always be made to the performance of any ADR procedure. CEDR will therefore look at streamlining the process to make it as swift and cost-effective as possible. CEDR will also ensure that quality control measures are as effective as possible to enhance consistency of approach and outcome among adjudicators.

