

## 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:** June 2021

**Time period covered in this report:** 1 April 2020 to 31 March 2021

**Date submitted to the CAA:** 18 May 2021

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

CEDR has received a total of 3114 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	2
Cancellation – information	1
Cancellation – compensation	838
Cancellation – refund	1565
Cancellation – alternative flight	43
Cancellation – expenses	62
Delay – right to care	0
Delay – information	0
Delay – compensation	243
Delay – refund	27
Delay – alternative flight	3
Delay – expenses	10
Denied Boarding – selection for	0
Denied Boarding – right to care	0
Denied Boarding – information	0
Denied Boarding – compensation	78
Denied Boarding – refund	55

Denied Boarding – alternative flight	11
Denied Boarding – expenses	29
Diverted	1
Downgraded	14
Article 9(3) – Right to Care for persons with reduced mobility / unaccompanied children	1
Article 11 – persons with reduced mobility or special needs	10
Other	7
<b>Total</b>	<b>3000</b>

<b>EU Regulation 1107 / 2006</b>	
<b>Complaint type</b>	<b>Number of Complaints</b>
Refusal to accept a reservation	7
Refusal to embark a passenger with a reservation	0
Pre-notification not recorded / transmitted	0
Staff attitude and behaviour	4
Information concerning a flight	0
Transport of mobility equipment	0
Seating	13
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
Assistance through airport; onto aircraft; disembarkation	1
Facilities for PRMs, including toilets	1
Other	0
<b>Total</b>	<b>26</b>

<b>Other</b>	
<b>Complaint type</b>	<b>Number of Complaints</b>
Medical issues	1
Missed connections	2
Tickets & fares	5
In-flight facilities and services	8
Delayed / damaged / lost / stolen baggage	49
Cabin baggage	16
Safety	0
Booking problems	7
Complaint process	0
Schedule changes	0

	Other	0
	<b>Total</b>	<b>88</b>

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:

The Covid-19 pandemic has had a severe impact on the aviation industry, and has given rise to the cancellation of many flights. Airlines offer passengers the right to a monetary refund (as required by law), but many also offer passengers a voucher for future travel should the passenger wish to take that option. However, many disputes have arisen regarding the choice made between these two options, with passengers contesting that they have given their fully informed consent to receiving a voucher in lieu of a refund.

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:

When a flight is cancelled, airlines should make the choice between a refund and a voucher as clear as possible to affected passengers. This could be by way of making the choice visible in the initial notification of the flight cancellation, as well as by making clear at the time at which a voucher or a refund is requested that the other option can also be selected if desired. This would reduce the amount of disputes arising over the question of whether or not the passenger had given their fully informed consent to receiving a voucher.

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: **91**

<b>Ground of refusal (as applicable)</b>	<b>% share (of all refused)</b>
Outside scope	100%
Not an airline which is contracted to ADR scheme	0
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	0
No attempt to contact airline by complainant	0
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

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

<b>Reason for discontinuation (as applicable)</b>	<b>% share (of all discontinued)</b>
Complainant out of contact	76%
Complaint withdrawn by complainant	24%
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
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

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

Domestic disputes took an average of 39 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:

All outcomes that were accepted by consumers have 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.