

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 Services Ltd

Date of publication on ADR entity's website: 25 May 2022

Time period covered in this report: 1 April 2021 to 31 March 2022

Date submitted to the CAA: 19 May 2022

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

CEDR has received a total of 2452 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	4
Cancellation – compensation	170
Cancellation – refund	1067
Cancellation – alternative flight	19
Cancellation – expenses	12
Delay – right to care	5
Delay – information	13
Delay – compensation	140
Delay – refund	92
Delay – alternative flight	5
Delay – expenses	24
Denied Boarding – selection for	0
Denied Boarding – right to care	19
Denied Boarding – information	0
Denied Boarding – compensation	42
Denied Boarding – refund	143
Denied Boarding – alternative flight	5

Denied Boarding – expenses	24
Diverted	0
Downgraded	0
Article 9(3) – Right to Care for persons with reduced mobility / unaccompanied children	2
Article 11 – persons with reduced mobility or special needs	3
Other	0
Total	1791

EU Regulation 1107 / 2006	
Complaint type	Number of Complaints
Refusal to accept a reservation	0
Refusal to embark a passenger with a reservation	0
Pre-notification not recorded / transmitted	0
Staff attitude and behaviour	0
Information concerning a flight	0
Transport of mobility equipment	1
Seating	7
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	2
Facilities for PRMs, including toilets	21
Other	0
Total	31

Other	
Complaint type	Number of Complaints
Medical issues	1
Missed connections	0
Tickets & fares	1
In-flight facilities and services	3
Delayed / damaged / lost / stolen baggage	61
Cabin baggage	17
Safety	0
Booking problems	1
Complaint process	0
Schedule changes	0
Other	22
Total	106

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 continued to have a severe impact on the aviation industry during this reporting period, giving 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 disputing whether 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: **88**

Ground of refusal (as applicable)	% share (of all refused)
Outside scope	81%
Not an airline which is contracted to ADR scheme	0
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	7%
No attempt to contact airline by complainant	12%
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:

Reason for discontinuation (as applicable)	% share (of all discontinued)
Complainant out of contact	56%
Complaint withdrawn by complainant	44%
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 21 calendar days to resolve (from receipt of complete case file).

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.