

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: 18 August 2023

Time period covered in this report: 1 April 2022 to 31 March 2023

Date submitted to the CAA: 18 August 2023

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

CEDR has received a total of 8706 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	3
Cancellation – information	9
Cancellation – compensation	2616
Cancellation – refund	1239
Cancellation – alternative flight	11
Cancellation – expenses	35
Delay – right to care	7
Delay – information	3
Delay – compensation	1957
Delay – refund	280
Delay – alternative flight	2
Delay – expenses	17
Denied Boarding – selection for	0
Denied Boarding – right to care	0
Denied Boarding – information	1
Denied Boarding – compensation	355
Denied Boarding – refund	44
Denied Boarding – alternative flight	2
Denied Boarding – expenses	4

	Diverted	1
	Downgraded	17
	Article 9(3) – Right to Care for persons with reduced mobility / unaccompanied children	1
	Article 11 – persons with reduced mobility or special needs	13
	Other	0
	Total	6617

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	13
	Information concerning a flight	1
	Transport of mobility equipment	0
	Seating	22
	Seating of accompanying persons in a seat next to the PRM	0
	Assistance dogs	1
	Moving to the onboard toilet	0
	Damaged and lost mobility equipment	0
	Assistance through airport; onto aircraft; disembarkation	24
	Facilities for PRMs, including toilets	18
	Other	0
	Total	79

Other		
Complaint type	Number of Complaints	
	Medical issues	4
	Missed connections	6
	Tickets & fares	5
	In-flight facilities and services	11
	Delayed / damaged / lost / stolen baggage	410
	Cabin baggage	9
	Safety	0
	Booking problems	6
	Complaint process	1
	Schedule changes	0
	Other	32
	Total	484

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:

In recent years, consumers have faced an unprecedented level of vulnerabilities, both health-related (as a particular consequence of the Covid-19 pandemic) and financial (with particular focus on the ongoing cost of living crisis and high inflation rates). This has driven a higher level of complaints and disputes with higher stakes, as consumers and businesses alike struggle with the current economic landscape.

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:

Providing an accessible and responsive customer service function is an essential for all public-facing companies, particularly when an increasing number of consumers are affected by health-related, financial and other social vulnerabilities. Improving the work of customer service functions to equip them with the tools to identify and resolve issues quickly is a key tool in preventing complaints from escalating into disputes that are referred to ADR.

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: **139**

Ground of refusal (as applicable)	% share (of all refused)
Outside scope	71%
Not an airline which is contracted to ADR scheme	2%
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	1%
No attempt to contact airline by complainant	16%
Dispute frivolous / vexatious	1%
Dispute considered by another ADR body / court	6%
Over monetary threshold	3%
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	34%
Complaint withdrawn by complainant	66%
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 32 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.