

## 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:** 15 July 2024

**Time period covered in this report:** 1 April 2023 to 31 March 2024

**Date submitted to the CAA:** 12 July 2024

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

CEDR has received a total of 11,420 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	26
Cancellation – information	68
Cancellation – compensation	3955
Cancellation – refund	138
Cancellation – alternative flight	95
Cancellation – expenses	81
Delay – right to care	33
Delay – information	63
Delay – compensation	3074
Delay – refund	62
Delay – alternative flight	26
Delay – expenses	42
Denied Boarding – selection for	3
Denied Boarding – right to care	7
Denied Boarding – information	4
Denied Boarding – compensation	680
Denied Boarding – refund	6
Denied Boarding – alternative flight	6
Denied Boarding – expenses	1
Diverted	0
Downgraded	52
Article 9(3) – Right to Care for persons with reduced mobility / unaccompanied children	0
Article 11 – persons with reduced mobility or special needs	39
Other	0
<b>Total</b>	<b>8461</b>

<b>EU Regulation 1107 / 2006</b>	
<b>Complaint type</b>	<b>Number of Complaints</b>
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	29
Information concerning a flight	2
Transport of mobility equipment	0
Seating	54
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	4
Facilities for PRMs, including toilets	1
Other	0
<b>Total</b>	<b>90</b>

<b>Other</b>	
<b>Complaint type</b>	<b>Number of Complaints</b>
Medical issues	0
Missed connections	2
Tickets & fares	9
In-flight facilities and services	12
Delayed / damaged / lost / stolen baggage	675
Cabin baggage	5
Safety	0
Booking problems	35
Complaint process	0
Schedule changes	0
Other	132
<b>Total</b>	<b>870</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:

Passenger awareness of their legal rights to redress has grown in recent years, with a number of high profile court cases and the proliferation of claims management companies that actively promote themselves to travellers. However, there could be greater awareness of what passengers can and cannot seek redress for, as many disputes are brought to ADR which are outside the scope of what can be considered.

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:

Greater awareness of what ADR can and cannot offer, as well as the extent and limits of the rights that passengers have, would contribute towards ensuring that those

passengers who need recourse to assistance obtain it, and those whose problems are not covered by ADR do not waste their time.

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: **521**

<b>Ground of refusal (as applicable)</b>	<b>% share (of all refused)</b>
Outside scope	71.59%
Not an airline which is contracted to ADR scheme	9.21%
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	8.64%
No attempt to contact airline by complainant	9.21%
Dispute frivolous / vexatious	0
Dispute considered by another ADR body / court	1.15%
Over monetary threshold	0
Deadlock letter / non-reply too long ago	0.19%
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	55.29%
Complaint withdrawn by complainant	44.71%
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.

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. The latest meeting was in Copenhagen, Denmark, in June 2024.