

## 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:** 11 April 2025

**Time period covered in this report:** 1 April 2024 to 31 March 2025

**Date submitted to the CAA:** 8 April 2025

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

CEDR has received a total of 11,806 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	956
Cancellation – information	1
Cancellation – compensation	3875
Cancellation – refund	26
Cancellation – alternative flight	2
Cancellation – expenses	1
Delay – right to care	656
Delay – information	3
Delay – compensation	3217
Delay – refund	0
Delay – alternative flight	1
Delay – expenses	0
Denied Boarding – selection for	0
Denied Boarding – right to care	271
Denied Boarding – information	0
Denied Boarding – compensation	1069
Denied Boarding – refund	0
Denied Boarding – alternative flight	0
Denied Boarding – expenses	0
Diverted	0
Downgraded	51
Article 9(3) – Right to Care for persons with reduced mobility / unaccompanied children	0
Article 11 – persons with reduced mobility or special needs	41
Other	356
<b>Total</b>	<b>10526</b>

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	6
Information concerning a flight	0
Transport of mobility equipment	0
Seating	57
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	71
Facilities for PRMs, including toilets	2
Other	0
<b>Total</b>	<b>136</b>

Other	
Complaint type	Number of Complaints
Medical issues	0
Missed connections	0
Tickets & fares	0
In-flight facilities and services	8
Delayed / damaged / lost / stolen baggage	837
Cabin baggage	292
Safety	0
Booking problems	7
Complaint process	0
Schedule changes	0
Other	0
<b>Total</b>	<b>1144</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:

Passengers are not always given full and accurate information by traders about their entitlement to compensation or other remedies at the relevant time. This means that disputes can arise where consumers' expectations are not in line with their legal entitlement (or otherwise). When this is combined with untimely processing of complaints, it can drive higher levels of complaints than would otherwise be expected.

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:

There is a need for clearer information and better support for consumers when problems arise. This includes both where an entitlement to a remedy exists and also

when it does not, so that consumers have all of the relevant information at their disposal.

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: **190**

<b>Ground of refusal (as applicable)</b>	<b>% share (of all refused)</b>
Outside scope	9%
Not an airline which is contracted to ADR scheme	11%
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	62%
No attempt to contact airline by complainant	1%
Dispute frivolous / vexatious	1%
Dispute considered by another ADR body / court	6%
Over monetary threshold	3%
Deadlock letter / non-reply too long ago	7%
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	57%
Complaint withdrawn by complainant	43%
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 18 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 in June 2024, and the next will be held in Barcelona in June 2025.