



## **2020 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: **Consumer Dispute Resolution Limited (trading as 'AviationADR')**

Date of Publication on ADR Entity's website: **17th July 2020**

Time Period covered in this report: **1st April 2019 – 31 March 2020**

Date submitted to the CAA: **14th July 2020**

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

**23,236**

**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                                                             | 29                   |
| Cancellation - Information                                                               | 2                    |
| Cancellation - Compensation                                                              | 6909                 |
| Cancellation - Refund                                                                    | 27                   |
| Cancellation - Alternative Flight                                                        | 140                  |
| Cancellation - Expenses                                                                  | 187                  |
| Delay - Right to Care                                                                    | 2                    |
| Delay - Information                                                                      | 2                    |
| Delay - Compensation                                                                     | 11235                |
| Delay - Refund                                                                           | 21                   |
| Delay - Alternative Flight                                                               | 1                    |
| Delay - Expenses                                                                         | 82                   |
| Denied Boarding - Selection for                                                          | 0                    |
| Denied Boarding - Right to Care                                                          | 0                    |
| Denied Boarding - Information                                                            | 0                    |
| Denied Boarding - Compensation                                                           | 725                  |
| Denied Boarding - Refund                                                                 | 18                   |
| Denied Boarding - Alternative Flight                                                     | 0                    |
| Denied Boarding - Expenses                                                               | 32                   |
| Diverted                                                                                 | 20                   |
| Downgraded                                                                               | 1                    |
| Article 9 (3) - Right to Care for persons with reduced mobility / unaccompanied children | 3                    |
| Article 11 - Persons with reduced mobility of special needs                              | 11                   |
| Other                                                                                    | 1225                 |
| <b>Total</b>                                                                             | <b>20672</b>         |

| EU Regulation 1107 / 2006                                     |                      |
|---------------------------------------------------------------|----------------------|
| Complaint Type                                                | Number of Complaints |
| Refusal to accept a reservation                               | 1                    |
| Refusal to embark a passenger with a reservation              | 0                    |
| Pre-Notification not recorded / transmitted                   | 0                    |
| Staff Attitude and behaviour                                  | 4                    |
| Information concerning a flight                               | 1                    |
| Transport of mobility equipment                               | 0                    |
| Seating                                                       | 0                    |
| Seating of accompanying persons in a seat next to the the PRM | 0                    |
| Assistance Dogs                                               | 0                    |
| Moving to the onboard toilet                                  | 0                    |
| Damaged and Lost Mobility equipment                           | 0                    |
| Other                                                         | 3                    |
| Total                                                         | 9                    |

| Other                                     |                      |
|-------------------------------------------|----------------------|
| Complaint Type                            | Number of Complaints |
| Medical Issue                             | 13                   |
| Missed connections                        | 8                    |
| Tickets & Fares                           | 60                   |
| In-Flight Facilities and services         | 36                   |
| Delayed / Damaged / Lost / Stolen Baggage | 1109                 |
| Cabin Baggage                             | 249                  |
| Safety                                    | 1                    |
| Booking Problem                           | 182                  |
| Complaint Process                         | 1                    |
| Schedule Changes                          | 4                    |
| Other                                     | 890                  |
| Total                                     | 2553                 |

3. A Description of any systematic or significant problems that occur frequently and lead to disputes between consumer and traders of which the ADR Entity has become aware due to its operations as an ADR entity:

- **Compensation payments - Some airlines are taking too long to pay compensation causing consumers to lodge further complaints.**
- **Information – Airlines are not always proactively advising consumers of their rights when a flight is delayed or cancelled. Consequently, many consumers are utilising the services of a third party (e.g. a claims management company/law firm).**

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, to raise traders' standards and to facilitate the exchange of information and best practices.

- **Airlines should introduce more efficient procedures for compensation payments.**
- **ADR schemes need more powers to deal with late payments, levying a fine or expulsion from the scheme is not effective enough. A simple solution would be to make ADR mandatory.**
- **Airlines should proactively inform consumers of their rights, by way of more prominent pages within their own websites and proactive messaging following a claim event.**

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:

**AviationADR refused to deal with 2556 disputes, broken down as follows:**

| <b>Grounds of Refusal (As Applicable)</b>                                               | <b>% Share (of all refused)</b> |
|-----------------------------------------------------------------------------------------|---------------------------------|
| Outside Scope                                                                           | 71.44                           |
| Not an Airline which is contracted to ADR Scheme                                        | 0.12                            |
| Complainant not waited for sufficient time (as per scheme rules) for airline to respond | 4.73                            |
| No attempt to contact airline by complainant                                            | 8.41                            |
| Dispute frivolous / vexatious                                                           | 0.23                            |
| Dispute considered by another ADR Body / Court                                          | 0.16                            |
| Over Monetary threshold                                                                 | 13.46                           |
| Deadlock letter / non-reply too long ago                                                | 1.41                            |
| Would impair effective operation of the ADR Entity                                      | 0.04                            |

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

| Reasons for discontinuation (As Applicable)                                                                                                                                                                                              | % Share (of all refused) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Complainant out of contact                                                                                                                                                                                                               | 13.79                    |
| Complaint withdrawn by complainant                                                                                                                                                                                                       | 6.74                     |
| Consumer is believed by the ADR entity to have provided false or fraudulent information or documents (at any stage)                                                                                                                      | 18.05                    |
| 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                                                                               | 0.00                     |
| The consumer has been abusive to an ADR Official of the ADR Entity                                                                                                                                                                       | 0.00                     |
| Both the consumer and 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 | 0.58                     |
| Duplicate complaint                                                                                                                                                                                                                      | 60.84                    |

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

**32 days**

8. The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures.

**100%**

9. The co-operation, if any, of the ADR Entity within any network of ADR entities which facilitates the resolution of cross-border disputes.

**AviationADR is a member of TravelNet, a network of 'travel' ADR providers across the EU.**