

Aviation Complaint Form

1. Personal Details

Please provide your contact details.

Full name:

Organisation
(if applicable)

Street Address:

Town:

County:

Post
code:

E-mail address:

Tel:

2. Representative

If you are complaining on behalf on someone else, please provide your details below.

Full name:

Organisation
(if applicable)

Street:

Address:

Town:

Post
code:

Email:

Tel:

3. Case details

Case reference number:

Airline/airport your claim was against

What was the date on which the adjudicator's decision was published:

(Note: Only decisions issued within the last two months can be reviewed)

Please tell us where your case reached in the adjudication process:

I have received a final decision from an adjudicator

I have reached a settlement with the airline or airport I was in dispute with

My case has been withdrawn from the Scheme

None of the above

4. Your complaint

Please specify if your complaint is about the outcome of the decision reached by the adjudicator in your case, including the remedies that the adjudicator did or did not award you?

Yes

No

Please specify if your complaint about an airline or airport's failure to comply with an adjudicator's or a settlement in time?

Yes

No

Please specify if your complaint is about:

The process followed in your case was not in line with the process as provided for in the CEDR Aviation Adjudication Scheme Rules

Your case was withdrawn from the Scheme for a reason other than those permitted by the CEDR Aviation Adjudication Scheme Rules

The quality of service by CEDR staff has been unsatisfactory (e.g. timeframes have been outside those set out in the Scheme Rules, treatment by CEDR staff has been unsatisfactory)

In reaching the decision in your case, the adjudicator ignored relevant information and/or took into account irrelevant information

In reaching the decision in your case, the adjudicator has made an irrational interpretation of the law

My complaint is about something other than the areas listed here

Please tell us about your complaint (continue on separate page if necessary).

5. Outcomes

What outcome are you hoping for?

6. Declaration

Please read the declarations and tick both boxes to confirm you understand them before signing this form.

- I have read and understood the CEDR Complaints Procedure.
- I have tried to resolve this matter by contacting the CEDR office without success.

Print name:

Your signature:

Date:

Now please submit your complaint to us:

By post:

Complaints Team
Centre for Effective Dispute Resolution
100 St. Paul's Churchyard,
London EC4M 8BU

By email:

complaints@cedr.com