

Two-Yearly Report

For the purposes of compliance with Regulation 11 (and Schedule 6) 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 2022 to 31 March 2024

Date submitted to the CAA: 12 July 2024

1. The number of disputes received by the ADR entity and the types of complaints to which the disputes related:

EU Regulation 261 / 2004	
Complaint type	Number of Complaints
Cancellation – right to care	29
Cancellation – information	77
Cancellation – compensation	6571
Cancellation – refund	1377
Cancellation – alternative flight	106
Cancellation – expenses	116
Delay – right to care	40
Delay – information	66
Delay – compensation	5031
Delay – refund	342
Delay – alternative flight	28
Delay – expenses	59
Denied Boarding – selection for	3
Denied Boarding – right to care	7
Denied Boarding – information	5
Denied Boarding – compensation	1035
Denied Boarding – refund	50
Denied Boarding – alternative flight	8
Denied Boarding – expenses	5
Diverted	1
Downgraded	69
Article 9(3) – Right to Care for persons with reduced mobility / unaccompanied children	1
Article 11 – persons with reduced mobility or special needs	52
Other	0
Total	15078

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	42
Information concerning a flight	3
Transport of mobility equipment	0
Seating	76
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	28
Facilities for PRMs, including toilets	19
Other	0
Total	169

Other	
Complaint type	Number of Complaints
Medical issues	4
Missed connections	8
Tickets & fares	14
In-flight facilities and services	23
Delayed / damaged / lost / stolen baggage	1085
Cabin baggage	14
Safety	0
Booking problems	41
Complaint process	1
Schedule changes	0
Other	164
Total	1354

2. The percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached:

Reason for discontinuation (as applicable)	% share (of all discontinued)
Complainant out of contact	48%
Complaint withdrawn by complainant	52%
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

3. The average time taken to resolve the disputes which the ADR entity has received:

Disputes took an average of 26 calendar days to resolve.

4. The rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures:

All outcomes that were accepted by consumers have been complied with by traders.

5. Any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future:

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.

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.

6. Where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its co-operation in that network:

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.

7. Where the ADR entity provides training to its ADR officials, details of the training it provides:

- Regular meetings of ADR officials to discuss issues and new developments in the law and in the cases referred to the scheme;
- Practice directions on a range of subjects;
- Updates on new case law in the UK and European courts;
- CEDR operates a secure online portal in order for its ADR Officials to access:
 - A library of relevant law and guidance
 - Practice directions
 - Discussion topics for the sharing of best practice among ADR Officials
 - Training videos on using CEDR's case management system

8. An assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance:

CEDR continues to provide a highly effective alternative dispute resolution procedure. Legally qualified adjudicators produce high-quality written decisions following a rigorous evaluation of the facts of each dispute against legal requirements. CEDR's service offers swift and efficient resolutions to disputes within an average of 26 calendar days, an improvement on the 31-calendar day average in the previous Two-Yearly

Report and significantly quicker than the 90-day requirement set by the ADR Regulations.

Improvements can always be made to the performance of any ADR procedure. While CEDR's adjudicators are free to reach their own decisions, having a consistent approach to particular questions and issues enhances the experience for all users. Therefore, CEDR will take steps to ensure a greater level of consistency in decision-making.