

*For passengers unable to resolve a complaint with an airline or airport*

## Alternative Dispute Resolution

British Airways, easyJet and Flybe are members of “Alternate dispute resolution” bodies (ADR). These bodies have been approved by the UK Civil Aviation Authority for providing a high standard of dispute resolution for consumer disputes stemming from a contract for aviation services.

- CAA praises Alternative Dispute Resolution for helping resolve more than 10,000 passenger complaints in first 12 months, helping boost passengers' rights.
- More than 75 per cent of complaints have been resolved in consumers' favour, with disputed issues including statutory compensation for delay and cancellation.
- 35 airlines have now signed up to ADR, including most recently Norwegian. This leaves Jet2 as the only top 10 UK airline not to join. **CAA urges Jet2, along with all other airlines serving UK passengers including Aer Lingus and Emirates to sign up.**
- Almost 80 per cent of air passenger journeys are now covered by ADR, enabling customers to resolve disputes relating to issues including compensation for delays and cancellations and lost or damaged baggage.
- CAA welcomes the fact that seven of the UK's biggest airports have now signed up to ADR, which will assist disabled passengers with complaints about special assistance services.

If you have been dissatisfied with the response of an airline or airport to your complaint, you should be sent information on whether ADR is available in the airline/airport's final response. If you have not received a final response in eight or more weeks, you may also be able to refer your complaint to the ADR body directly.

- **British Airways and easyJet** use **CEDR Aviation**
  - Their website is [www.cedr.com/aviation](http://www.cedr.com/aviation)
- **Flybe** use a company named: **aviationadr**
  - Their website is [www.aviationadr.org.uk](http://www.aviationadr.org.uk)

## **Airline ADR schemes must handle the following types of complaints:**

- Denied boarding, delay, or cancellation;
- Destruction, damage, loss, or delayed transportation of baggage;
- Destruction, damage, or loss of items worn or carried by the passenger;
- Problems faced by disabled passengers or passengers with reduced mobility when using air transport services (i.e. complaints about airlines arising under Regulation EC1107);  
and
- Any more general disputes arising where the consumer alleges that the business is not trading fairly. Here we are referring to situations where the consumer has been misled, for example into paying more for the flight or into buying something that they didn't actually want, where the consumer has been harmed by the use by the business of an unfair contract term, or where the consumer has been otherwise harmed by the breach by the business of general consumer protection law.