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 TA AviationADR

Date of publication on ADR Entity's website: **10 July 2026**

Time period covered in this report: **01 April 2025 – 31 March 2026**

Date submitted to the CAA: **14 July 2026**

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

   We received 54149 cases during this time period.

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	1
Cancellation - Information	0
Cancellation - Compensation	5998
Cancellation - Refund	68
Cancellation - Alternative Flight	0

Cancellation - Expenses	5515
Delay - Right to Care	0
Delay - Information	0
Delay - Compensation	18020
Delay - Refund	53
Delay - Alternative Flight	0
Delay - Expenses	8940
Denied Boarding - Selection for	0
Denied Boarding - Right to Care	0
Denied Boarding - Information	0
Denied Boarding - Compensation	2529
Denied Boarding - Refund	58
Denied Boarding - Alternative Flight	0
Denied Boarding - Expenses	15
Diverted	0
Downgraded	0
Article 9 (3) - Right to Care for persons with reduced mobility / unaccompanied children	1
Article 11 - Persons with reduced mobility of special needs	0
Other	976
Total	42174

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 reordered / transmitted	0
Staff Attitude and behaviour	0
Information concerning a flight	0

Transport of mobility equipment	0
Seating	0
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
Other	0
Total	0

Other

Complaint Type	**Number of Complaints**
Medical Issue	0
Missed connections	0
Tickets & Fares	0
In-Flight Facilities and services	0
Delayed / Damaged / Lost / Stolen Baggage	2602
Cabin Baggage	5
Safety	0
Booking Problem	0
Complaint Process	0
Schedule Changes	0
Other	9368
Total	11975

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.

   We have seen an increase in consumers complaining about the baggage fees charged at both the check-in desk and the departure gate, for hand baggage that exceeds the dimensions that the consumer is entitled to carry on board. In the majority of cases, the consumers complaint is that the fee is charged yet the bag is still permitted to travel in the aircraft cabin, and they therefore feel that a charge should not have been applied. However, this is not necessarily the case as in many scenarios, the charge applied is for a

larger piece of hand baggage. The issue may be partly due to the airlines' T&Cs which can state that in such cases, bags will be hold loaded, although this is not necessarily always the case.

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.

The wording used in T&Cs and in the website information could be made clearer, to indicate that where additional baggage fees are applied, the bags MAY need to be hold loaded once at the aircraft.

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: 6706

Grounds of Refusal (As Applicable)	**% Share (of all refused)**
Outside Scope	96.24
Not an Airline which is contracted to ADR Scheme	0.82
Complainant not waited for sufficient time (as per scheme rules) for airline to respond	0.03
No attempt to contact airline by complainant	2.59
Dispute frivolous / vexatious	0.10
Dispute considered by another ADR Body / Court	0.05
Over Monetary threshold	0.10
Deadlock letter / non-reply too long ago	0.03
Would impair effective operating 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	43.47
Complaint withdrawn by complainant	41.47

Consumer is believed by the ADR entity to have provided false or fraudulent information or documents (at any stage)	0.79
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	0.10
Duplicate complaint	14.17

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

   During 2025/2026 the average time was 34 days.

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

   We continue to report on a monthly basis on airlines who are not making the payments awarded in the Final Determination, within the specified time frame. The number of claims affected in this way continues to decrease significantly and we continue to work closely with the airlines which exceed the 30 days permitted to process the payment due. Members who consistently have claims on which payment are overdue, may now have a penalty fine applied, per case.

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 remains a member of TravelNet, a group of ADR/NEB entities across the EU, dealing with travel disputes. The group meets in person annually and via Teams throughout the year, to share best practice and updates.