



**Two-
Yearly
Report
2026**

**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: **10 July 2026**

Time Period covered in this report: **01 April 2024 – 31 March 2026**

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

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	1
Cancellation - Information	0
Cancellation - Compensation	16264
Cancellation - Refund	1138
Cancellation - Alternative Flight	3
Cancellation - Expenses	7690
Delay - Right to Care	0
Delay - Information	0
Delay - Compensation	39664
Delay - Refund	1332
Delay - Alternative Flight	1

Delay - Expenses	11371
Denied Boarding - Selection for	0
Denied Boarding - Right to Care	0
Denied Boarding - Information	0
Denied Boarding - Compensation	3716
Denied Boarding - Refund	381
Denied Boarding - Alternative Flight	0
Denied Boarding - Expenses	662
Diverted	0
Downgraded	0
Article 9 (3) - Right to Care for persons with reduced mobility / unaccompanied children	4
Article 11 - Persons with reduced mobility of special needs	2
Other	2293
Total	84522

Other	
Complaint Type	Number of Complaints
Medical Issue	10
Missed connections	0
Tickets & Fares	156
In-Flight Facilities and services	2
Delayed / Damaged / Lost / Stolen Baggage	5259
Cabin Baggage	10
Safety	0
Booking Problem	429
Complaint Process	1
Schedule Changes	0
Other	19609
Total	25476

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

Reasons for discontinuation (As Applicable)	% Share (of all refused)
Complainant out of contact	41.48
Complaint withdrawn by complainant	20.45
Consumer is believed by the ADR entity to have provided false or fraudulent information or documents (at any stage)	1.03
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	0.01

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	0.56
Duplicate complaint	36.47

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

During 2024/2026 the average time was 46 days.

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

We have experienced delays with some Airlines, in payments being made on claims. One Airline had a high volume of cases which appeared to be awaiting payments and there was little or no interaction from the Airline, despite continuous attempts to engage with them, on both the part of CDRL and the CAA.

We have however successfully engaged with them and all payments have now been made and we are confident that this situation will not reoccur.

We continue to push Airlines to make payments within the 30-day timeframe as failure to do so does cause complaints and could also result in them incurring a penalty fine for each case on which payment is overdue.

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:

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. 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.

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 cooperation in that network:

AviationADR remains a member of Travel-Net, a group of ADR/NEB entities across the EU dealing with travel disputes. The group has continued to meet regularly via Teams throughout the year and also in person annually. The next in person meeting to be held is in October 2026, to share best practices and to discuss new caselaw, issues faced by Passengers travelling today.

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

ADR officials attend on-line training sessions when joining AviationADR.

New Adjudicators will be monitored and provided with feedback on every case they work until we are confident that they have reached the required level of competency. During training, ADR officials attend training sessions on multiple topics, including, but not limited to the following areas:

- EU Regulation 261/2004 and Interpretive Guidelines
- Extraordinary circumstances/Causation
- Reasonable measures
- Weather reports
- EU Regulation 1107/2006
- Montreal Convention
- Decision writing and drafting skills
- Key case law

Ongoing training

All Adjudicators commence their employment with AviationADR with training in Delay and Cancellation claims. They will then, further down the line, be trained in other areas such as Baggage, Denied Boarding etc.

Quality Assurance

AviationADR continues to monitor all ADR Officials throughout their employment. We carry out quality assurance on a number of claims for each Official and provide feedback, coaching and further training where necessary.

The Adjudication Team has daily meetings to enable them to discuss updates in law/processes/policies and to have case discussions.

Each Adjudicator is assigned to a team, and will have consistent feedback and guidance from their assigned Senior Adjudicator.

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:

AviationADR continues to monitor feedback provided by consumers and members, in order to use this to improve the service and systems that the Scheme offers to its members and to consumers.

- **We launched our new Portal in December 2024, which is a much-improved system, providing a far smoother user experience for all parties.**
- **We regularly review our internal processes and procedures and make amendments whenever necessary.**

AviationADR operates an extremely effective and efficient ADR service where typically, final decisions are published significantly quicker than the 90 days allowed under the ADR Regulations. For this current period, Final Determinations have been issued on average, within 46 days.

AviationADR continues to seek regular counsel from other stakeholders and professionals.