

# Biennial Activity Report

## 1 October 2021 – 30 September 2023

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**The following is the Biennial Report containing information as requested under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.**

**The number of domestic disputes and cross-border disputes ABTA has received and the type of complaints to which the domestic disputes relate.**

During the period of 1 October 2021 – 30 September 2023 ABTA received 20,478 domestic disputes and 0 cross border.

The 'type' of complaints given by customers;

1. Refund
2. Cancellation of Holiday
3. Other
4. Flight Cancellation
5. Poor Accommodation
6. FCDO advice
7. Service from Travel Agent
8. Not what was booked
9. Misleading advice
10. Unsatisfactory

**Percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached.**

0

**The average time taken to resolve domestic disputes and cross border;**

On average, it took 45 days for domestic disputes to be resolved from when the case was created.

## The rate of compliance, with the outcomes of the alternative dispute resolution procedures.

Not known

## Recommendations how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in the future.

Whilst the industry is 'bouncing back' after the pandemic it has been a difficult time for our members as they navigate the new 'normal'. Recruiting staff was an issue and hotels which had not been running at full capacity for a few years suddenly found it difficult to run as we all would wish.

## Training given to ABTA's ADR officials covers the following during the period of 1 October 2021 – 30 September 2023.

1. Complaints handling.
2. ABTA Code of Conduct.
3. Package Travel Regulations
4. Competition.
5. Bribery.
6. GDPR.
7. Alternative Dispute Resolution (ADR) training.
8. Mediation Training

## The effectiveness of ABTA's alternative dispute resolution procedure.

As above ABTA received 20,478 cases in the period (1 October 2021 – 30 September 2023) the vast majority of which were resolved at Stage 1 of our ADR process or the Claimant decided against pursuing it to Stage 2. We survey claimants to look for any weaknesses in our process and where necessary make changes.