

Biennial Activity Report

1 October 2017 – 30 September 2019

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 2017 – 30 September 2019 ABTA received 28,304 domestic disputes and 0 cross border.

The 'type' of complaints given by customers;

1. Unsatisfactory Hotel.
2. Not as booked
3. Illness.
4. Building works.
5. Service from travel company.
6. Misleading advert.
7. Poor Health & Safety.
8. Refunds
9. Cancellation of holiday.
10. Misleading advice.

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 57 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.

As there has been no systematic or significant problem for the period of 1 October 2017 – 30 September 2019 we are unable to give any recommendations.

Training given to ABTA's ADR officials covers the following during the period of 1 October 2017 – 30 September 2019.

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

The effectiveness of ABTA's alternative dispute resolution procedure.

As above ABTA received 28,304 cases in the period (1 October 2017 – 30 September 2019) out of which 26, 829 were either 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.