

# Biennial Activity Report

## 1 October 2019 – 30 September 2021

---

**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 2019 – 30 September 2021 ABTA received 34,047 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. FCDO advice
6. Service from Travel Agent
7. Not what was booked
8. Misleading advice
9. Unsatisfactory
10. Change of booking details

**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 60 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.**

The vast majority of complaints received have been as a result of the worldwide pandemic. And as they related to cancellation or refunds our members have introduced new procedures and processes to ensure that, should a similar event occur again, refunds are paid within an acceptable time frame.

### **Training given to ABTA's ADR officials covers the following during the period of 1 October 2019 – 30 September 2021.**

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 34,047 cases in the period (1 October 2019 – 30 September 2021) 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.