

CAP 1427

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Chapter 1

Purpose

- 1.1 This document provides stakeholders with guidance on our approach to ensuring compliance by alternative dispute resolution (ADR) entities that have been approved by us. It also outlines the framework that we will use when we become aware that ADR entities may not be compliant with our policy,¹ the ADR Regulations,² or the terms and conditions of their approval.
- 1.2 One of the CAA's roles is to be the Competent Authority for ADR in the aviation sector. This means that the CAA considers and decides whether to approve applications from select organisations wanting to handle complaints from aviation consumers. When organisations apply to be approved by the CAA as ADR entities, they provide information on their financial position, demonstrate that they have appropriate policies in place and will handle complaints in a way which conforms to our ADR policy. They also commit to comply with our policies in the future, for example by providing data to the CAA on a regular basis on the type of complaints handled and the outcomes of those complaints.
- 1.3 When ADR entities obtain their approval from the CAA they are issued with an approval document containing a number of terms and conditions, both standard ones and sometimes specific ones for that individual organisation.

¹ See CAA's Guidance for Applicants CAP 1324, www.caa.co.uk/CAP1324

² See consolidated ADR Regulations at:
<http://www.caa.co.uk/WorkArea/DownloadAsset.aspx?id=4294976198> (PDF)

Chapter 2

Scope

- 2.1 In this guidance when we refer to ‘consumers’, we mean the end users of an aviation service who do not themselves provide an aviation service. In the ADR context, consumers are those who use the ADR entities’ services in relation to their complaints against an airline or airport. ADR entities covered by this policy provide services to consumers (that are resident in the EU) who fly into and out of the UK.