

Alternative dispute resolution

Department for Transport

RPC rating: confirmed as a non-qualifying regulatory provision

Description of proposal

Statutory complaints against airlines can only be handled by bodies specified in the relevant statutory instruments. At present only the Civil Aviation Authority and the Consumer Council for Northern Ireland are designated as able to handle statutory complaints. Statutory complaints are those made by passengers in relation to EU rules regarding denied boarding, downgrading, cancellations or long delays.

The proposal will enable alternative dispute resolution providers that are approved under the relevant EU legislation to handle such complaints. Airlines will not be compelled to use such services, but will be able to choose whether to continue to use the existing processes or enter into a contract with a designated alternative dispute resolution provider.

Impacts of proposal

The Department does not expect there to be any direct costs to business of the proposal. Airlines currently pay a case fee to the Civil Aviation Authority for each complaint, and alternative dispute resolution providers would also charge a fee. The decision to change providers, and any subsequent net decrease in fee levels, would be a direct effect of the proposal. The Department has not provided an assessment of the benefits.

As a proposal of EU origin, this will be a non-qualifying regulatory provision that will not score under the business impact target.

Quality of submission

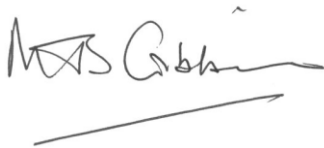
The Department has provided sufficient information to support the assessment of the proposal as being of EU origin with negligible impacts on business. As a deregulatory provision of EU origin, the Department is not required to provide an assessment of the benefits to business.

Departmental assessment

Classification	Non-qualifying regulatory provision (EU)
Equivalent annual net cost to business (EANCB)	Not applicable (low cost non-qualifying regulatory provision)

RPC assessment

Classification	Non-qualifying regulatory provision (EU)
Small and micro business assessment	Not required (EU)



Michael Gibbons CBE, Chairman