

Determining redress for booked assistance not provided: draft framework for consultation

Purpose

Redress is the means by which an operator seeks to put things right for a passenger where assistance has not been delivered as booked or agreed. This should include an appropriate remedy, which may comprise an apology, an explanation of what went wrong and what steps have been taken to prevent recurrence, and, where appropriate, financial compensation.

This document sets out a framework to support operators in determining redress as set out in Section A8 of the Accessible Travel Policy (ATP) Guidance:

"The form and, where appropriate, value of this redress must be determined on a case-by-case basis to allow operators to consider the circumstances of the case."

The framework applies where assistance has not been provided as booked or agreed, and an operator has already determined that this is the case. Using this framework supports:

- Consistent, fair, proportionate, and transparent redress decisions.
- Recognition of the impacts experienced by disabled passengers.
- Flexibility to reflect individual circumstances on a case-by-case basis.
- Alignment with ATP Guidance and Ombudsman principles.
- Improved monitoring, learning, and confidence in the passenger assistance system.

The framework is not part of the ATP Guidance. It does not introduce prescriptive or enforceable requirements, nor does it replace existing regulatory obligations. It does not prescribe specific outcomes or levels of redress and is not exhaustive. Operators may consider other relevant factors where appropriate.

This document is not intended to cover personal injury claims, nor every instance of poor customer service or dissatisfaction, nor to determine legal liability or whether discrimination has occurred.

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