

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

1. Core principles

Operators should determine redress that is:

Fair and reasonable

Decisions should be based on fairness, reasonableness, proportionality and the available evidence of what happened in each case.

Impact focused

Redress should reflect the actual impact on the passenger.

Case specific

Assistance failures affect different passengers in different ways, so redress should be tailored to individual circumstances on a case-by-case basis.

These expectations are intended to support consistent and proportionate decision-making, while allowing flexibility to reflect individual circumstances.

- ← Previous Consistency with Complaints Code of Practice (COP)
- → Next 2. Key considerations