

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

6. Outcome

Using this framework supports:

- Consistent, fair, proportionate, and transparent redress decisions.
- Recognition of the impacts experienced by disabled passengers.
- Flexibility to reflect individual circumstances.
- Alignment with ATP Guidance and Ombudsman principles.
- Improved monitoring, learning, and confidence in the passenger assistance system.
- ← Previous 5. Transparency, oversight, and escalation