

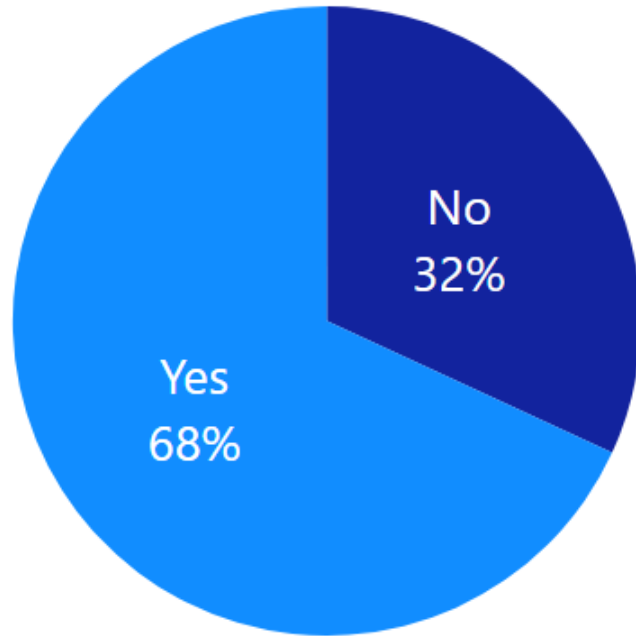


Pulse Survey February 2022 – Results

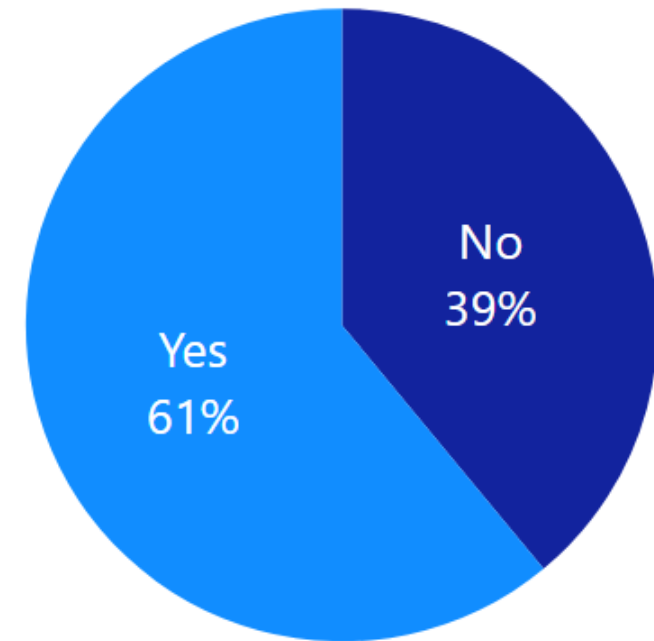
Prepared by Rachel Coulter, Senior Research and Policy Officer
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Awareness

Are you aware that you can currently claim compensation from your airline if your UK flight is delayed for more than hours?



Are you aware that claiming compensation for a delay is different from claiming a refund when the airline cancels your flight?

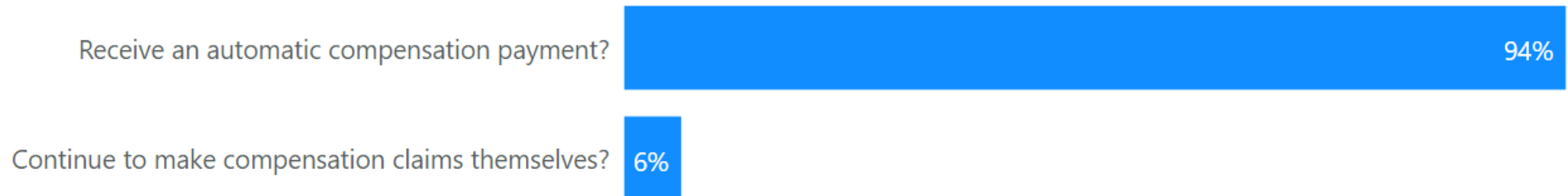


Opinions on compensation claims

If your UK flight is delayed, do you think the compensation from the airline should be:



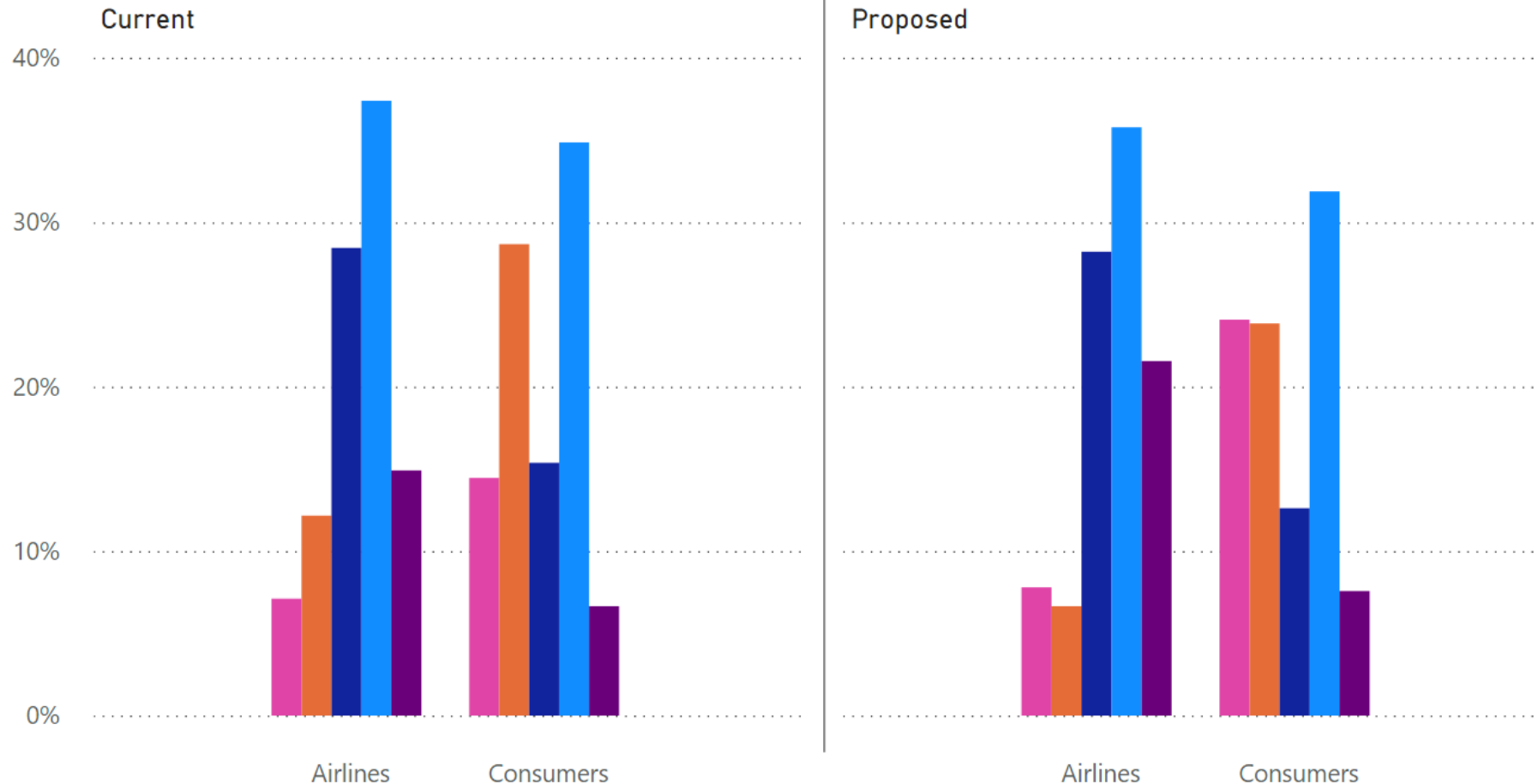
Currently if a consumer wants compensation for a delayed flight, they must make a claim themselves. Should consumers:



Fairness of compensation schemes

How fair do you think the compensation scheme is for:

● Very unfair ● Unfair ● Neither fair nor unfair ● Fair ● Very fair

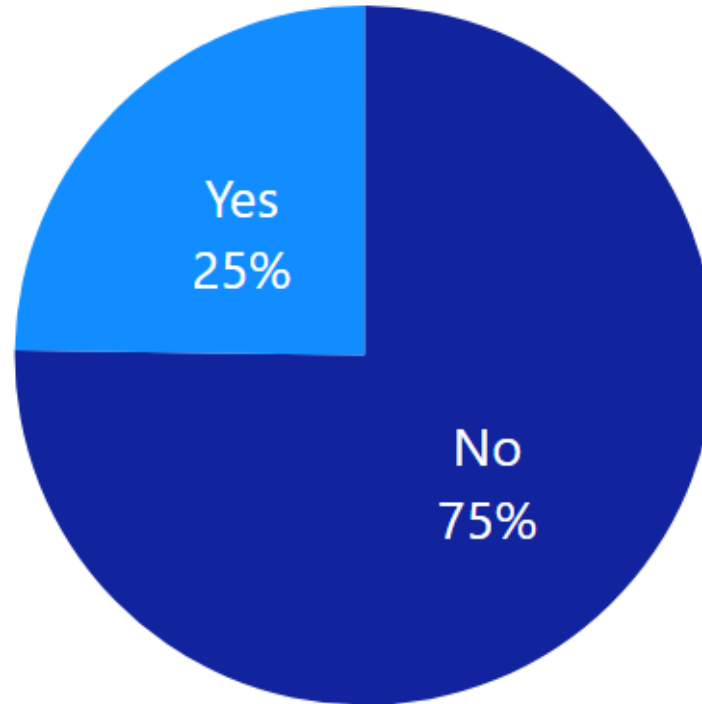


Current scheme = compensation of £220 for a delay of 3+ hours.

Proposed scheme = compensation of 25% of ticket price for 1-2 hour delay, 50% for 2-3 hours and 100% for 3+ hours.

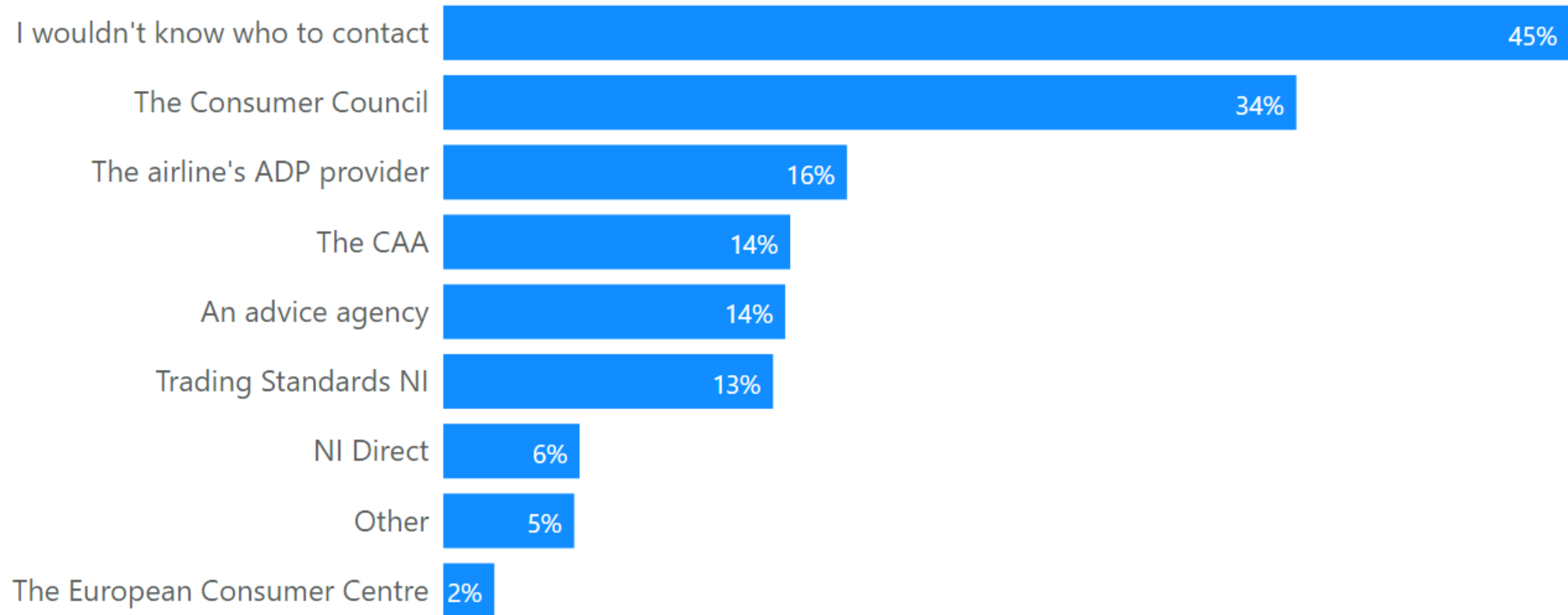
Compensation claims

Have you ever claimed compensation from an airline for a delay to your flight?



Advice

If an airline did not satisfactorily deal with a complaint you made on any issue, who would you contact for help?
(Please select all that apply).



Methodology

- Conducted online on Survey Monkey
- Online from 11th February - 1st March 2022
- 436 respondents in total



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