# If you are dissatisfied with an airline's or an airport's response to a complaint you have made

Civil Aviation Authority

If you are dissatisfied with an airline's or airport's response to your complaint

You can refer your complaint to an ADR body

**If** your airline or airport has not signed up for ADR you can refer your complaint to the CAA.

(note that the CAA operates a special process for passengers with reduced mobility)

We aim to provide you with an authoritative opinion and try to ensure that you receive your legal entitlement but we do not have the powers to enforce our view

If your complaint is not resolved to your satisfaction you can take court action against the airline or airport - **you cannot appeal against the CAA's opinion**

You can take court action