

Finance and Corporate Services
Information Management

25 May 2012
FOIA reference: F0001333

Dear XXXX

I am writing in respect of your recent application of 21 May 2012, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

- 1. The total number of complaints received by the CAA, about helicopter noise, between 1st Jan 2012 and 21st May 2012 inclusive.*
- 2. The total number of individual complainants.*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

1. The CAA's Directorate of Airspace Policy (DAP) is tasked by the Government to provide a focal point for aviation related environmental enquiries. We have checked our database, and can advise that a total of 94 enquiries/complaints related to helicopter activity have been logged onto their complaints/enquiries database between the 1st January and 21st May this year. Each enquiry/complaint is logged against an 'Activity Reference Number' which is relevant to the topic covered.

The following table details a breakdown of the 94 that were received during this time:

Activity Ref No	Description	Total Number of Calls	% of total calls
6	Helicopter Private Site	19	4.63
16	Police Helicopter	25	6.10
22	London Helicopter Routes	26	6.34
24	Helicopter General	44	10.73

Civil Aviation Authority

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR www.caa.co.uk
Telephone 01293 768512 rick.chatfield@caa.co.uk

You will note that the number of calls detailed in the table above totals 114; this discrepancy is due to the fact that multiple activity reference numbers are frequently used for a single enquiry/complaint, for example a telephone conversation/piece of correspondence concerning a private helicopter site may be placed on the database under the activity reference numbers 6 and 24. The database has been checked for this and there are 20 logs where this has been the case (94 + 20 = 114).

In addition to those enquiries/complaints detailed above, a total of 395 have been received from 3 individuals (the totals from each individual are 337, 46 and 12). Whilst each individual enquiry/complaint has been retained on file, DAP have selected not to log these on the database as it would disrupt the statistics which are produced for internal analysis; it is important to note that there is no specific duty on the Authority to actually record the enquiries/complaints received in relation to aircraft noise.

2. The total number of individual complainants is 90; this includes those 3 individuals that have submitted a large number of enquiries/complaints. The 94 enquiries/complaints logged on the database were generated by 87 individuals; a number of those 87 individuals have contacted DAP on more than one occasion.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield
FoIA & EIR Case Manager

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.