

**Finance and Corporate Services**  
Information Management

30 August 2012  
FOIA reference: F0001382

Dear XXXX

I am writing in respect of your recent application dated 12 August 2012 requesting an update to the information provided to a previous request (F0001114), by the Civil Aviation Authority (CAA).

Your request:

*“Are you able to provide me an up to date financial breakdown **year on year** of how much BAA Heathrow has paid out in rebates and received in relevant bonuses from S.Q.R conception until present day:*

- 1. How much did BAA Heathrow pay in Service Quality Rebates?*
- 2. How much did BAA Heathrow receive in CAA bonuses for high performance?”*

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 service quality scheme was started in July 2003. The amount in rebates paid out by Heathrow in each year are:

2003	2004	2005	2006	2007	2008	2009	2010	2011
£1.4m	£0.7m	£0.6m	£1.9m	£1.3m	£7.2m	£3.2m	£3.3m	£3.9m

Please note that the scheme was amended in April 2008 both to include additional elements of services and to increase the amount paid out in rebates for each service failure.

Details of Heathrow’s performance under the scheme including the rebates paid per month are available on Heathrow’s website via the following link:

<http://www.heathrowairport.com/about-us/facts-and-figures/our-performance/service-quality-rebate-scheme>

**Civil Aviation Authority**

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR [www.caa.co.uk](http://www.caa.co.uk)  
Telephone 01293 768512 rick.chatfield@caa.co.uk

2. Bonuses became part of the scheme in April 2008. The amounts earned in bonuses in each year are:

2008	2009	2010	2011
£0.2m	£2.5m	£3.7m	£5.8m

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](mailto: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](http://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.