

24 June 2013  
FOIA reference: F0001557

Dear XXXX

I am writing in respect of your recent application of 12 Jun 2013, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*"I was a passenger on ZB 253 Thu 16 May 2013 Alicante to Gatwick.*

*Almost at the point of landing we suddenly took off again at very steep incline and banked sharply to the left. This was obviously unexpected, and an unpleasant experience. The pilot came on the speaker and advised there was a problem on the runway and we would be delayed (albeit slightly) whilst we were reissued a landing slot. I am an experienced flyer, obviously this is not normal, and due to the holding pattern of airplanes and the approximate 2 landings every 5 minutes I would expect this out of normal procedure to have safety implications. Further when I contacted Monarch they said there was no record of this.*

*Please provide the following:*

*1. Records/reports/document of this flight 2. Records/reports/documents of any incident which may have effected this flight and caused the aborted landing".*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), and can confirm that we have no reports for a go-around for a flight on 16<sup>th</sup> May 2013 for the routing Alicante to Gatwick.

Incident reports are provided to the CAA under the terms of the Mandatory Occurrence Reporting (MOR) scheme, as described under Article 226 of the Air Navigation Order 2009 (ANO). Each report made is reviewed and, where appropriate, further investigation carried out and action taken.

A 'go around' is a normal manoeuvre carried out, in certain circumstances, at the pilot's discretion.

Pilots sometimes have to abort a landing for a variety of reasons. A 'go-around' usually occurs due to adverse weather or runway conditions, but occasionally such an action is the result of Air Traffic Control intervention due to a potential breach of the minimum separation distance between aircraft, or because another departing or landing aircraft has been slower than anticipated to leave the runway.

**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](mailto:rick.chatfield@caa.co.uk)

Although such an event is, of course, an unsettling experience for passengers, the CAA regards a 'go-around' as a normal and safe procedure that occurs at all aerodromes from time to time and for which all commercial pilots are thoroughly trained. It is, therefore, not subject to mandatory reporting to the CAA.

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  
Information Rights and Enquiries Officer

## **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.