

**Finance and Corporate Services**  
Information Management

24 September 2013  
FOIA reference: F0001649

Dear XXXX

I am writing in respect of your recent request of 2 September 2013, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*"This Request is just for general information I am not asking for detailed information or the Judgement that may have been given.*

*I would just like confirmation if a judgment has been given on the following two Flights TCX324 Manchester to Cancun 17/11/2012.and TCX325 Cancun to Manchester 1/12/2012 .Both Flights suffered a total of 66 hours delay".*

Our response:

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

In relation to flight TCX324 from Manchester to Cancun on 17/11/2012, the CAA does not currently have a view as to whether extraordinary circumstances apply.

With regard to flight TCX325 from Cancun to Manchester on 1/12/2012, the CAA is of the view that extraordinary circumstances do apply.

It is important to remember that the CAA is not an ombudsman and does not have the ability to impose requirements on airlines in individual cases.

If you have not already approached them, the CAA's Passenger Advice and Complaints Team may be able to advise you in relation to any claim. Full details can be found on our website at <http://www.caa.co.uk/passengercomplaints>.

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  
**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

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.