Safety Regulation Group
Personnel Licensing Department

Engineer Licensing

Part-66 Licence Application – If your Application Fails Document 49, V1

If your application has been rejected for whatever reason you will be disappointed and want an explanation as to what went wrong. We aim to make sure that you understand the reason for rejection and to give clear guidance on how to get your application back on track.

Most common reasons for rejection are:-

- Quality Manager has not certified supporting documentation!
- More detailed summary of experience required!
- Incomplete application forms!
- Licence not submitted!
- Incorrect fees!

Complaints and Appeals

Whilst PLD endeavour to provide a high level of service to our Customers, inevitably there will be times when due to circumstances beyond our control, we exceed our published licence processing times. We are also regrettably unable to respond to enquiries of this nature, as this could further add to the delays in processing licence applications. All licence applications are dealt with in date order of receipt.

If you have a complaint or are appealing against a decision not to issue your licence, a letter should be addressed to: Head of Customer Service Unit, Personnel Licensing Department, CAA, Aviation House, Gatwick Airport South, West Sussex RH6 0YR.

The letter of complaint or appeal should include

- Your full name, date of birth and reference number.
- Full details of the complaint/appeal.
- Names of CAA staff handling your application/enquiry.
- Any relevant contact/application dates.

Procedure

Your letter of complaint/appeal will be passed to the Section dealing with your application, who will acknowledge receipt of your letter of complaint/appeal within 10 working days, either with a full reply or a holding reply if further investigation is required.

If you are dissatisfied with the response, you should refer to the CAA Code of Practice for further guidance.