

17 March 2014
FOIA reference: F0001829

Dear XXXX

I am writing in respect of your recent request dated 15 February 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

"I would like to know the reasons for the late departure of flight TCX1062 which was due to depart from Gatwick at 0820 flying to Preveza on July 29th 2012.

I would also like to know the reasons for the late departure of flight TCX1063 which was due to depart Preveza at 1500 flying to Gatwick on August 12th 2012.

If you are unable to supply this information please could you let me know from where it can be obtained".

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA) the CAA does not hold the information you have requested.

In relation to the reason for the delay to flight TCX1062 on 29 July 2012, we have been in touch with Thomas Cook Airlines and they have informed us that they have now agreed to offer you compensation and payment was authorised on 7 March 2014.

In relation to the reason for the delay to flight TCX1063 from Preveza to Gatwick on 12 August 2012, complaints about flight delays from other countries in the EU are handled by the National Enforcement Body (NEB) in the country where the disruption occurred. You may therefore, wish to contact the NEB in Greece at the address below for information:

Hellenic Civil Aviation Authority
Air Transport and International Affairs Div.
Air Transport Economics Section D1/D
P.O.B. 73751
EL - 16604 HELINIKO
GREECE
Tel. : +30 210 891.6150
Fax : +30 210 891 6193
+30 210 894 7132
d1d@hcaa.gr

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
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.