

Finance and Corporate Services
Information Management

25 February 2014
FOIA reference: F0001833

Dear XXX

I am writing in respect of your recent request received 5 February 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

“Jet2. Com complaint reference Number 443140.

Yesterday, I had a belated reply from Jet2.com informing me that they have reconsidered my case and are rejecting my claim. No details whatsoever are included which I believe is a requirement for them to provide. However, neither has your organisation provided the answers to my simple questions from which I could plan my next move, which may include proceeding to the Ombudsman with this complaint also.

Some months ago I sent a Freedom of Information request for the details of reported bird strikes at Blackpool Airport on 8 September 2007 and also if Jet2.Com had reported any bird strikes to you on that date.

Since it is requirement for all air companies to inform you of all bird strikes, I would have thought that it would only be a simple matter to establish from your records the' actual details of reported bird strikes involving Jet2.Com”.

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 your complaint ref 443140, the CAA has now started the process of an appeal which will be given personal assessment by the CAA's Jet2 case handler. The case handler will contact you directly with any further communication.

With regard to your previously submitted FOIA request for information relating to birdstrikes reported by Jet2.com or involving Blackpool Airport, we can only offer our apology for our oversight as this request was not identified as a request for information under the FOIA

Civil Aviation Authority

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR www.caa.co.uk
Telephone 01293 768512 rick.chatfield@caa.co.uk

when it was received. We have now considered your new request under the FOIA and can provide the following response.

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. If a birdstrike report has been submitted, which has either caused damage to the aircraft, or the birdstrike has resulted in a flight safety hazard, this would be reportable under the MOR scheme.

In addition the CAA also runs and administers an on-line birdstrike reporting scheme which is intended to record birdstrikes in UK airspace, regardless of whether damage was caused to the aircraft. A birdstrike means any incident in flight in which there was reason to believe that the aircraft has been in collision with one or more birds.

We have searched the CAA's MOR database and the on-line birdstrike database for all reportable occurrences involving birdstrikes, for the dates 7 to the 9 September 2007 that have been submitted by either Jet2.com or Blackpool Airport, and no reports have been received.

For more information about the Mandatory Occurrence Reporting scheme, please refer to CAP382 which can be found at www.caa.co.uk/cap382.

Further information on birdstrikes occurring within the UK can be found on the [CAA's Birdstrike web page](#).

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.