

3 April 2014
FOIA reference: F0001868

Dear XXXX

I am writing in respect of your recent request of 14 March 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

"I would like to make two requests under the Freedom of Information Act 2000.

1. Please confirm how many flights arriving at London Gatwick on 16 February 2014 from European destinations were delayed on arrival by more than 2 hours, and provide details of these (to include, where you hold this information, departing airport, reason for delay, and flight code).

2. Please provide any details you have of reasons/explanations for delay to flight code EI4921 arriving at London Gatwick on 16 February 2014".

Our response:

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

There were three flights which arrived at Gatwick on 16th February 2014 from European destinations with an arrival delay in excess of 2 hours.

The flights are listed below:

Operator	Flight	Departure Airport	Scheduled Arr	Actual Arr
Aer Lingus	EIN4921	Friedrichshafen	1045	1536
Aer Lingus	EIN4685	Geneva	1520	2041
Aer Lingus	EIN248	Dublin	2210	0148 (on 17th)

We do not hold any information on the reason for the delay to these flights.

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.