17 June 2014
FOIA reference: F0001934

Dear XXXX

I am writing in respect of your recent request of 19 May 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

“copy of the procedure that the CAA follows when it is investigating a complaint alleging that an airline has not complied with the requirements of European Union Regulation EC 261/2004”.

Our response:

Having considered 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.

All complaints received by the CAA alleging that an airline has not complied with the requirements of Regulation (EC) 261/2004 are assessed in line with the CAA’s internal guidance for complaint handlers which can be found attached (see attachment one).

The CAA’s process for dealing with complaints about airlines and airports is published on our website and can be found using the following link: http://www.caa.co.uk/default.aspx?catid=2211&pageid=12725

All correspondence received by the CAA between the passenger and their airline will be taken into account when investigating a claim. If the complaint falls within the CAA’s remit and it considers there are grounds to take up the complaint with the airline, we will require additional information from the airline set out in the ‘pro forma’ attached (see attachment two).

On receipt of the completed ‘pro forma’, the CAA may challenge the position taken by the airline in order to take a view on either the right to compensation, redress or breaches of Regulation (EC) 261/2004.

In addition, a published list clarifying the “extraordinary circumstances” clause in Regulation (EC) 261/2004 can be accessed using the link below. This provides a list of incidents with corresponding reference numbers which airlines can invoke to decline compensation in the event of a flight cancellation or lengthy delay. This list is referred to by the CAA to clarify the reason the airline has given when a ‘pro forma’ is returned.
It should be noted that this information may be subject to change following the recent Jet2 v Huzar case at the Court of Appeal on Wednesday 11 June 2014. The CAA has published a press release which provides further information.

Our enforcement powers do not cover obtaining redress for individual consumers and we do not have legal powers to impose a solution on an airline in the same way as an ombudsman type scheme. We do use information provided in complaints to underpin our enforcement work, but we do not generally take enforcement action based on the facts in a single complaint - rather we look to ensure future compliance by addressing systemic non-compliance by a business.

Our powers, under the Enterprise Act 2002, are to take action to ensure businesses change their practices and comply with the law for the benefit of consumers generally.

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.
CASE HANDLING
ONE WAY OF WORKING EC COMPLAINTS

NO PAY
COMPLAINTS

April 2014
NEB Codes 1 - 9

- By nature of these codes – the first check is whether the airline is accurately stating what happened against the NEB code. If so, they are extra-ordinary by nature and therefore no compensation is due.

Verify if the event actually happened

- No
  - Challenge
- Yes
  - Extra ordinary circumstances
  - Conclude
  - Agree no pay
First simple decision tree for potentially qualifying cases:

Were the circumstances extraordinary?

Yes

Airline provides an NEB code which relates to an extraordinary incident type

Refer to the decision guidelines for each NEB code

No

Airline pays compensation
NEB Code 1 – Was this Extra-Ordinary?

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>War/POLITICAL Instability</td>
<td>Unforeseen disruption arising from war and political instability of any kind where travel is not recommended.</td>
</tr>
</tbody>
</table>
Was there unforeseen war or political instability in the departing or country of arrival?

Check www.bbc.co.uk

Was the disruption in close proximity to those countries?

Extraordinary circumstance Reasonable measures do not apply for these cases Conclude agree no pay

Challenge
<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>War/Political Instability</td>
<td>Where due to war or political instability, the supply of aircraft fuel is limited or unavailable at short notice and without prior notice.</td>
</tr>
</tbody>
</table>
NEB Code 2

Was there unforeseen war or political instability in the departing or country of arrival?

Check www.flightstats.com for several other delayed flights or cancellations on that day

- Yes
  - Extraordinary circumstance
  - Reasonable measures do not apply for these cases
  - Conclude agree no pay

- No
  - Challenge
<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Unlawful act</td>
<td>An unlawful act such as terrorism.</td>
</tr>
</tbody>
</table>
Was there an unlawful act of terrorism in the country of departure or arrival?

Check www.bbc.co.uk

Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay

No

challenge
# NEB Code 4

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Sabotage</td>
<td>An act of sabotage to the aircraft scheduled to operate the flight or the air carriers fleet.</td>
</tr>
</tbody>
</table>
NEB Code 4

Check the account from the passenger and the airline to see if the stories are congruent

Did acts of sabotage affect the aircraft scheduled to operate the flight or the air carriers fleet?

- Yes: Extra ordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay
- No: Challenge
## NEB Code 5

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Security</td>
<td>Closure of the airport of departure or the airport of arrival without prior notice and for security reasons.</td>
</tr>
</tbody>
</table>
NEB Code 5

Check the airport(s) website to see if this happened or not

Did security at the airport mean that the airport of departure or arrival was closed with prior notice?

Yes

Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay

No

Challenge
**NEB Code 6**

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Security</td>
<td>Bomb discovery or bomb scare either on board the aircraft or at the airport of departure or the airport of arrival.</td>
</tr>
</tbody>
</table>
NEB Code 6

Check [www.bbc.co.uk](http://www.bbc.co.uk)
Check the account from the passenger and the airline to see if the stories are congruent

Was there a bomb discovery or a bomb scare either on board the aircraft or at the airport of departure or arrival?

Yes

Extra ordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay

No

Challenge
# NEB Code 7

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Security</td>
<td>Hi-jacking of the aircraft.</td>
</tr>
</tbody>
</table>
NEB Code 7

Check [www.bbc.co.uk](http://www.bbc.co.uk)

Was the aircraft hi-jacked?

- Yes
  - Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay
- No
  - Challenge
## NEB Code 8

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Security</td>
<td>Removal of an unaccompanied baggage due to a serious security concern.</td>
</tr>
</tbody>
</table>
Check the stories of the passenger and the airline to see if they are congruent. 

NB If a passenger is late to reach the departure gate, the airline need to access the bag and off load it. They will start to do this 10 minutes prior to departure so check the stories to ensure this isn’t what actually happened.

- **Yes**: Extra ordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay.
- **No**: Challenge.

Removal of unaccompanied baggage due to a serious security concern.
# NEB Code 9

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Security</td>
<td>Removal of an unruly passenger from the aircraft for security reasons.</td>
</tr>
</tbody>
</table>
Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay
## NEB Code 10, 11, 12

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weather</td>
<td>Poor weather conditions causing a cancellation or delay to the airline departure time being over 3 hours from the intended time of arrival.</td>
</tr>
</tbody>
</table>
Two simple steps NEB 10, 11, 12

Was there poor weather in the area at the time of the flight?

- **Yes**: Check www.wunderground.com
  - Check www.flightstats.com for other disrupted flights
  - Check extra-ordinary circumstances calendar

- **No**: Was the flight delay later in the day as a knock on result of bad weather?
  - **Yes**: Did the airline take reasonable measures?
    - **Yes**: Conclude agree no pay
    - **No**: Conclude challenge pay
  - **No**: Challenge

If there was a diversion, this is extraordinary circumstances

Reasonable measures do not apply for these cases. Conclude no pay
Reasonable Measures

Reasonable measures for disrupted flights that are delayed or cancelled

- What was the length of the delay? The longer it is, the more opportunity the airline would have to do something.
- Does the delay go over 24 hours?
- Was the flight departing from a main base i.e. Heathrow, Gatwick, Manchester or was it a small airport i.e. Norwich where only a few flights depart from?
- Was it in a third country? Should it have been sorted earlier?
- Was it a second rotation or above flight that was delayed?
- If so did the airline give substantive evidence that they had taken all reasonable measures such as brought in another plane / crew to be able to minimise the delay.
- Was the flight long haul or short haul impacting what they could do?
- What was the time of year (for charter flights)? Was it off peak? (if high summer, did they try and sub-charter a flight?)
- For technical codes, what was the availability of the spare part? Did they try and fix it?
<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>29,30</td>
<td>Air traffic management</td>
<td>Where Air traffic control suspends or restricts operations out of the airport of departure or into the airport of arrival. For example major security event such as shooting in Norway, war, terrorism, bomb threats, hijacks.</td>
</tr>
</tbody>
</table>
Two simple steps, NEB 29,30

Was there an extraordinary event in the country of departure or arrival?

- **YES**
  - Reasonable measures do not apply for these cases. Conclude no pay

- **NO**
  - Check the extra-ordinary circumstances calendar. Check [www.public.cfmu.eurocontrol.int](http://www.public.cfmu.eurocontrol.int)

  Was the flight delay later in the day as a knock on result of the delayed flight?

- **YES**
  - Did the airline take reasonable measures?
    - **YES**
      - Conclude agree no pay
    - **NO**
      - Challenge

- **NO**
  - Conclude challenge pay
<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Meteorological</td>
<td>Damage to the aircraft which could affect the safety of the flight or the integrity of the aircraft, and requires immediate assessment and or repair i.e. hailstones, lightening strikes, severe turbulence.</td>
</tr>
</tbody>
</table>
NEB Code 13

Check the weather on www.bbc.co.uk. Was this in proximity to where the airline flew or airport of departure or arrival?

Was there damage to the aircraft from meteorologic al reasons?

Was this weather just applicable to this sector?

Check reasonable measures have been applied

Yes

No

Yes

No

Challenge

Conclude agree no Pay

Challenge
# NEB Code 14

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Meteorological / De-icing</td>
<td>Extreme weather conditions which mean that supplies of de-icer run low (third party supply) and the aircraft cannot be de-iced for departure.</td>
</tr>
</tbody>
</table>


NEB Code 14

Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay

Check [www.wunderground.com](http://www.wunderground.com) for the weather conditions
Check [www.flightstats.com](http://www.flightstats.com) for other disrupted/cancelled flights
Check PACT extra-ordinary circumstances calendar

Was there a departure delay due to extreme weather conditions and stocks of de-icer running out/low?
This needs to be truly extraordinary bad weather over a prolonged period, not normal winter conditions. Airlines are expected to maintain the integrity of their supply chain of de-icer for winter conditions

No

Challenge

Yes

Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay
## NEB Code 15

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>Airport closure</td>
<td>Closure of either the airport of arrival or the departure airport for reasons other than security or non meteorological. For example a power cut.</td>
</tr>
</tbody>
</table>
Was there a closure at the departing or arrival airport due to non-security and non-meteorological reasons? Check the time of the operating flight against that.

Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay.

Check airport closure on [www.google.com](http://www.google.com)
Check that the passenger story and airline story are congruent.

Challenge
## NEB Code 16

<table>
<thead>
<tr>
<th>16</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>Medical Grounds</td>
<td>Passenger or crew member becomes seriously ill or dies on board or during a flight.</td>
</tr>
</tbody>
</table>
NEB Code 16

Check that the passenger story and airline story are congruent. Ensure that this is not used as a general excuse and that it was truly a major/sudden issue.

Did a passenger or crew member become seriously ill or die on board or during a flight? Was this a major/sudden issue to a patient or crew?

Yes

Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay

No

Challenge
<table>
<thead>
<tr>
<th></th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Bird Strikes</td>
<td>Bird strikes to an aircraft during a flight which might cause damage which required immediate and compulsory remedial action which causes a delay.</td>
</tr>
</tbody>
</table>
NEB Code 17

Check whether it happened to the that flight or no? Check on www.flightstats.com
Was the flight +1
Check that the passenger and airline story are congruent?

Did the bird strike happen?

Yes

Extraordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay

No

Challenge
## NEB Code 18

<table>
<thead>
<tr>
<th>#</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Manufacturing defects</td>
<td>Discovery of a hidden manufacturing defect by the air carriers i.e. Unusual failure of the same aircraft part. Such an example would be grounding of A380. This would be something that impacts all models but is found immediately before departure</td>
</tr>
</tbody>
</table>
NEB Code 18

Was there actually a manufacturing defect? Did it happen immediately before departure?

Send an email to SARG to check with them that this is a manufacturing defect

Discovery of a hidden manufacturing defect

Extra ordinary circumstance. Reasonable measures do not apply for these cases. Conclude agree no pay

Challenge
<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>Unexpected flight safety shortcomings</td>
<td>Damage to the aircraft caused by third parties on the ground prior to the departure of a flight and requiring immediate assessment and/or repair.</td>
</tr>
</tbody>
</table>
Was damage on the ground caused by a third party (e.g. a vehicle operated by airport staff or the PRM service provider) or by the airline's own staff or a contracted agent (e.g. ground handler, caterer, fuel supplier). Only damage caused by a third party is extraordinary circumstances.

Yes

Extraordinary circumstance.

No

Does this pass the reasonable measures check?

Yes

Conclude agree no pay

No

Challenge
**NEB Code 20**

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>In flight damage</td>
<td>In flight damage during a proceeding flight, and caused by a foreign object which requires immediate assessment or repair.</td>
</tr>
</tbody>
</table>
NEB Code 20

Check that the passenger story and airline story are congruent

Was there in-flight damage during a proceeding flight, and caused by a foreign object which requires immediate assessment or repair?

Yes

Extraordinary circumstance

No

Does this pass the reasonable measures check?

Yes

Conclude agree no pay

No

Challenge
NEB 22 – 26
Reasonable Measures Checks apply to all of these

- The key test for extraordinary circumstances is to try to determine whether the technical fault was truly unexpected

- “Were there technical issues which caused the airline issues immediately prior to the flight?”

OR

- Whether it arose during maintenance

- “Did the part fail as part of the scheduled inspection /removal?”
### NEB Code 22

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>Unexpected flight safety shortcomings –</td>
<td>Failure of a bleed air system/environmental control system on aircraft <strong>immediately prior to departure or in flight.</strong></td>
</tr>
</tbody>
</table>
Were there technical issues which caused the airline issues immediately prior to the flight. (i.e. not in maintenance) Proximity needs to be 0 or 1?

- Yes
  - Is this logged in the extra-ordinary circumstances calendar? The issue can only be used as a reason twice i.e. Proximity 0 or 1
    - Yes
      - Extraordinary circumstance. Were Reasonable measures taken?
        - Yes
          - Conclude no pay
        - No
          - Challenge
    - No
      - Challenge
### NEB Code 23

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>23</td>
<td>Unexpected flight safety shortcomings – of a life limited part</td>
<td>Premature failure of a life limited part, that fails as part of the scheduled inspection / removal / retirement date?</td>
</tr>
</tbody>
</table>
Did the part fail as part of scheduled inspection/removal?

No

Challenge

Yes

Were reasonable measures were taken to avoid the delay/cancellation?

No

Challenge

Yes

Conclude Agree no pay

Not outbound or return flight

Challenge

Accept the technical information. Check the PACT database. The flight can only be claimed once or twice for outbound and return flight i.e. proximity 0 or 1
## NEB Code 24

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>Unexpected flight safety shortcomings –</td>
<td>Failure of condition/conditioned monitored parts which should not require unscheduled maintenance or replacement.</td>
</tr>
</tbody>
</table>
NEB Code 24

Were there technical issues which caused the airline issues immediately prior to the flight? (i.e. not in maintenance) Proximity needs to be 0 or 1?

Yes → Is this logged in the extra ordinary circumstances calendar? The issue can only be used as a reason twice i.e. For the outbound and return leg

Yes → Extraordinary circumstance. Were Reasonable measures taken?

Yes → Challenge

No → No

No → Conclude no pay

No → Yes
### NEB Code 25,26

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>25, 26</td>
<td>Unexpected flight safety shortcomings – technical issues arising</td>
<td>Technical issues that become apparent immediately prior to departure.</td>
</tr>
</tbody>
</table>
NEB Code 25,26

Were there technical issues which caused the airline issues immediately prior to the flight. (i.e. not in maintenance) Proximity needs to be 0 or 1?

Yes

Is this logged in the extra-ordinary circumstances calendar? The issue can only be used as a reason twice i.e. For the outbound and return leg

Yes

Extraordinary circumstance. Were Reasonable measures taken?

No

Challenge

Yes

Conclude no pay

No

Were Reasonable measures taken?

Yes

Extraordinary circumstance. Were Reasonable measures taken?

No

Challenge
## NEB Code 27

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>27</td>
<td>Unexpected flight safety shortcomings</td>
<td>Smoke, fire or fumes on board the aircraft – unless the problem has been caused by a part not being maintained in accordance with the required maintenance programme.</td>
</tr>
</tbody>
</table>
Did the airline explain why there was smoke in the cabin? This cannot be because equipment had not been cleaned through normal maintenance or there was a fault with the electronics.

- **No**: Challenge
- **Yes**: Were reasonable measures taken to avoid the delay/cancellation?
  - **No**: Conclude Agree no pay
  - **Yes**: Conclude Agree no pay
### NEB Code 28

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>28</td>
<td>Industrial Relations Issues</td>
<td>Strikes that affect the operation of an air carrier. Strikes by the airline or its contracted agents (ground handlers) are unlikely to be ex-circs. Strikes by third parties (e.g. the airport, Air Traffic Control) are extraordinary circumstances.</td>
</tr>
</tbody>
</table>
Two simple steps, NEB 28

Was this truly an extraordinary circumstance? Strikes by airlines or contracted agents are unlikely to be extraordinary circumstances. Strikes by third parties i.e. Airport or Air traffic control are extraordinary circumstances.

Yes

Check the extra-ordinary circumstances calendar.
Check www.bbc.co.uk

Extra ordinary circumstance
Reasonable measures do not apply for these cases.
Conclude agree no pay

No

Challenge
# NEB Code 21

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Unexpected flight safety shortcomings</td>
<td>Any technical issue which cause the pilot to carry out an aircraft turnaround or diversion.</td>
</tr>
</tbody>
</table>
NEB Code 21

Were there technical issues which caused the aircraft to turnaround or divert? Check the airline and passenger story are congruent

No

Challenge

Yes

Extraordinary circumstances

Check reasonable measures and proximity to ensure that diversion did not cause other ongoing issues the airline might have known about in advance
<table>
<thead>
<tr>
<th>Batch</th>
<th>Database_ID</th>
<th>Complaint_Case Number</th>
<th>Full Name</th>
<th>Email</th>
<th>Classification</th>
<th>Classification</th>
<th>Travel Date</th>
<th>Airline_Ref</th>
<th>Airline</th>
<th>Fltno</th>
<th>EC_Departure</th>
<th>EC_Air_Regist</th>
<th>EC_Air_Type</th>
<th>EC_Distance_EC_Group</th>
<th>EC_Type</th>
<th>EC_Delay_Min</th>
<th>Number of passengers booked on flight (if cancelled) or on board (if delayed)</th>
<th>Cancellation or delay?</th>
<th>If delay, delay on arrival (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYSTEM</td>
<td>SYSTEM</td>
<td>SYSTEM</td>
<td>SYSTEM</td>
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<td>Brief reason for cancellation / delay</td>
<td>Date and time (local) the event started (if weather, strikes, etc)</td>
<td>Date and time (local) the event stopped (if weather, strikes, etc)</td>
<td>Actual date and time of departure (local time)</td>
<td>Extraordinary circumstance (Y / N / Neither/No record)</td>
<td>Extraordinary circumstance 'Reason Code' from EU list - if not on list state reason</td>
<td>Explanation of why the extraordinary circumstances apply in this case</td>
<td>Explanation of the reasonable measures deployed to avoid the disruption</td>
<td>Explanation of why decision was taken for NON_EC cases</td>
<td>Outcome of the assessment</td>
<td>INTERNAL_CA_A View is it extraordinary? Assessment</td>
<td>INTERNAL_CA_A Comment to EC Airline</td>
<td>INTERNAL_Date of CAA Assessment (EC)</td>
<td>INTERNAL_Date of CAA Assessment (NON_EC)</td>
<td>INTERNAL_CA_A View</td>
<td>INTERNAL_CA_A Comment to NON_EC Airline</td>
<td>SYSTEM_Date Case was received back from Airline (Re-assessed)</td>
<td>SYSTEM_Date Case was sent for Internal Review</td>
<td>SYSTEM_Date Case was batched to Airline</td>
<td>SYSTEM_Date Case was received back from Airline (Re-assessed)</td>
</tr>
</tbody>
</table>
Internal Review Internal FLAG

Case receipt date

Case was received back from Internal Review SYSTEM_Complaint Action