

2 July 2014
FOIA reference: F0001948

Dear XXXX

I am writing in respect of your recent request of 4 June 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

1. *“Could you please provide details of complaints to CAA concerning the ADNID trial for the period of February, March, April and May 2014.*
2. *May I also ask who was the Case Officer for the CAA that dealt with the trial prior to it being commenced on the 17th February, that approved the trial to be going over unpopulated areas as stated by the CAA.*
3. *Who took the decisions not to include the noise contours for the ADNID trial route that has now appeared as an option in the Gatwick Airport changes to flight path consultation”.*

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.

1. The CAA has received a total of 557 pieces of correspondence from 77 individuals concerning the ADNID trial during the specified period, which included 2,703 individual complaints. The total number of complaints received during each month is specified below. The total has been calculated by counting each complaint received during the specified period and where appropriate, counting each aircraft movement that had been listed in some of the correspondence that we had received during the period.

Month	Received
February	66
March	95
April	1,115
May	1,427

Of the total of 2,703 complaints, 2,569 have been received from six individuals and of that total, 2,146 have been received from two individuals.

Civil Aviation Authority

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

2. The trial was approved by Stuart Lindsey, Manager Airspace at the CAA.
3. Noise contours are included in Gatwick Airport's consultation document. To help us to answer the question, please could you be more specific with your query, quoting any consultation reference material.

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.