

5 August 2014  
FOIA reference: F0002005

Dear XXXX

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

Your request:

*“1. Please can you confirm whether you have received such a report from Easyjet in respect of Flight EZY 6212? If so, please can you provide a copy of the report?”*

*2. I understand that it is likely that Easyjet would wish to check the aircraft thoroughly to ensure that there was no damage before releasing the aircraft back into service. If possible, please can you confirm how long it would reasonably take to carry out such a check?”*

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. 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.

We have, therefore, carried out a search of the CAA database and under those terms described above, and no report has been received relating to flight number EZY 6212 on 13 August 2010.

2. If it is believed that an aircraft has sustained a bird strike, an inspection of the aircraft and engines must be carried out in accordance with the Aircraft Maintenance manual prior to further flight.

This inspection must be carried out by a qualified engineer. Therefore, if no engineer is available, one will have to be brought in. It is not possible to state exactly how long it takes to carry out this inspection and the lighting and weather conditions will affect the inspection. The inspection could take two hours or longer depending on whether any

defects were found. Any defects would then have to be assessed to determine if they were in limits or required repair prior to flight.

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](mailto: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](http://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.