

[REDACTED]

18 September 2020  
Reference: F0004913

Dear [REDACTED]

Thank you for your request of 25 August 2020, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*I would like to know the number of complaints received by the CAA about airlines failing to refund passengers for cancelled flights. I would like these figures for the periods January to June 2020, as well as January to June 2019, and I would like this broken down by airline and by resolution (upheld, refused, unresolved, etc).*

Our response:

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

To provide some background, Regulation 261/2004 gives passengers rights in the event that their flight is cancelled, including the choice of a refund or alternative flights.

If a consumer is unable to resolve their complaint with their airline, they can escalate this to an Alternative Dispute Resolution (ADR) body or, if their airline is not a member of an ADR scheme, through the CAA's Passenger Advice and Complaints Team. More information can be found at <https://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-to-make-a-complaint/>.

The information held by the CAA is attached. This only includes those airlines that are not members of an ADR body, as the CAA no longer handles complaints about airlines where an option to use ADR exists.

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:-

[REDACTED] [@caa.co.uk](mailto:[REDACTED]@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 out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



External Response Manager

## **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.