

[REDACTED]  
[REDACTED]  
25 February 2020  
Reference: F0004716

Dear [REDACTED]

Thank you for your request of 10 February 2020, for the release of information held by the Civil Aviation Authority (CAA). We have considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request:

*Would it be possible to get the count of lost/delayed/damaged luggage, broken down by UK airport and year? Or does this data exist already on site?*

Clarification:

*We're just after the last year of data if possible?*

Our response:

When hold luggage is lost, delayed or damaged airlines are liable, rather than airports, so such complaints are usually made to, or about, airlines. Also, the CAA does not collect data on complaints made directly to airlines or airports. As such, we do not hold the information you are seeking, but the below information may be helpful.

Some airlines and airports are members of alternate dispute resolution bodies (ADR) and these bodies will handle complaints about destruction, damage, loss, or delayed transportation of luggage where the passenger has not been able to resolve their complaint with the airline. You can see which airlines are members of ADR schemes at <http://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/Alternative-dispute-resolution/>.

The ADR bodies themselves publish data relating to on their websites relating to lost, delayed or damaged baggage, although it is not split by airline.

This data can be found at:

CEDR Annual reports  
<https://www.cedr.com/consumer/aviation/reports/>

AviationADR Annual reports

**Civil Aviation Authority**

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. [www.caa.co.uk](http://www.caa.co.uk)

Email: [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

<https://www.aviationadr.org.uk/annual-activity-report/>

For airlines that are not members of ADR bodies, the CAA's Passenger Advice and Complaints team handles complaints under The Montreal Convention for cases of lost, delayed or damaged baggage, where the passenger has not been able to resolve their complaint with the airline.

In attachment 1 we have provided data about complaints related to luggage that PACT received in 2019. This includes all complaints submitted to us, even if they were rejected by the CAA (for example if the airline was a member of an ADR body).

Please be advised there are many limitations to this information such as:

- It is the airline that is liable, rather than the airport, so we only handle complaints against airlines.
- We only handle complaints that passengers have been unable to resolve with the airline.
- We record the passengers' departure and arrival airports but we do not know where the issue occurred, and where there was a connecting flight involved it may have happened at a different airport entirely.
- Since the introduction of Alternative Dispute Resolution (ADR) in 2016, we no longer handle complaints about airlines that are signed up to an ADR scheme. While not all airlines are, the majority of passengers flying into and out of the UK are covered by an ADR scheme.
- In light of all of the above, the data is not representative of the number of baggage issues that occur at a particular airport, or useful for meaningful comparisons between airports.

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:-

██████████  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Beehive Ring Road  
Crawley  
RH6 0YR

██████████ [@caa.co.uk](mailto:██████████@caa.co.uk)

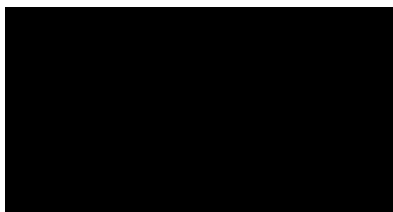
The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the 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



Information Rights 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.

**Freedom of Information Act: Section 44**

(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it-

- (a) is prohibited by or under any enactment,
- (b) is incompatible with any EU obligation, or
- (c) would constitute or be punishable as a contempt of court.

(2) The duty to confirm or deny does not arise if the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) fall within any of paragraphs (a) to (c) of subsection (1).