

Date: 17 February 2025

Reference: F0007228

Dear [REDACTED]

Thank you for your request of 5 February 2025, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

A) The total number of complaints from travellers at each UK airport in 2022, 2023 and 2024. Please provide an annual total for each year.

B) The number of lost luggage complaints dealt with by the Civil Aviation Authority's Passenger Advice and Complaints team at each UK airport in 2022, 2023 and 2024. Please provide an annual total for each year.

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that the CAA holds information within scope of the above request; please find attached the information being released to you.

The released information relates to complaints dealt with by the CAA, which were closed between 2022-2024. It is possible that individuals would have contacted their airline or airport without CAA involvement; the released information should, therefore, be considered as only those reported to the CAA.

The status of the complaints is not included, meaning some of these complaints may not have been resolved in favour of the passenger.

The CAA is unable to identify whether the complaint relates to the departure or arrival airport or airline, so for each airport, the figures relate to complaints associated with either the arrival or departure airport. It should also be noted that this does not mean that these airports are responsible for these complaints.

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:-

FOI.Requests@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 below. 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 FOI - Freedom of Information (caa.co.uk).

Yours sincerely  
**Communications & Engagement Team**  
Information Rights Specialist  
Civil Aviation Authority

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*At the CAA we respect agile working so, while it suits me to send this now, I do not expect a response or action outside of your own working hours.*

Please consider our environment. Think before printing.

#### **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.