

[REDACTED]
[REDACTED]
10 February 2020
Reference: F0004657

Dear [REDACTED]

Thank you for your request of 15 January 2020, for the release of information held by the Civil Aviation Authority (CAA). Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request and our response:

Would appreciate it if you can come back to me with the following:

1a) How many official complaints have you received for Air Arabia, plus any legal action you have taken.

The Passenger Advice and Complaints Team (PACT) have received the following complaints relating to Air Arabia:

Airline	Status	Count of Case
Air Arabia		40
	CAA Agree (compensation - no payment)	3
	CAA Agree (pay compensation)	10
	CAA Challenge (compensation - no payment)	1
	CAA Challenge (expenses/refund - no payment)	1
	No reply from airline/airport	14
	Non-Stat / Not taken up	9
	Waiting on documents from passenger/third party	1
	Withdrawn	1
Air Arabia Maroc		2
	No reply from airline/airport	2

The CAA has not taken any legal action against Air Arabia.

1b) Does Air Arabia have an official address in the UK that you log? They refuse to provide this to me and it's not available online.

The CAA do not hold an official address in the UK for Air Arabia.


2a) Have the CAA taken litigation against Air Nostrum re. Failing to comply with EU compensation 261/04 and 295/91 as have won?

The CAA has not taken any enforcement action against Air Nostrum.

2b) same as the above for Iberia.

The CAA has not taken any enforcement action against Iberia.

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.