

Date: 4 August 2025  
Reference: F0007480

Dear [REDACTED]

Thank you for your request of 8 July 2025, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

Could you also please provide the following, covering the period from 1 January 2021 to present:

1. Any complaint trends, summaries, or incident reports received by the CAA relating to airlines refusing responsibility for theft from checked luggage, particularly in cases involving third-party luggage handling contractors.
2. Any internal reviews, assessments, or discussions within the CAA regarding:
  - The accountability framework between airlines, airports, and luggage handling subcontractors when theft from checked luggage occurs;
  - Oversight of how luggage handlers are managed and monitored in non-surveilled/restricted airside areas.
3. Any guidance, policies, or correspondence issued by the CAA to airlines or airports addressing:
  - Standards or expectations regarding staff vetting and background checks for personnel involved in luggage handling, including contractors;
  - Airline obligations when handling theft complaints involving subcontractors;
  - Measures to prevent theft and ensure accountability throughout the luggage handling chain.
4. The number of complaints received from airline passengers concerning luggage loss as well as theft from checked luggage at UK airports, broken down by airport if available. For accuracy purposes, it would be great to also know the UK airport in question is the departure or arrival airport.
5. Any internal reviews, assessments, or audit findings conducted by the CAA concerning luggage handling procedures and third-party contractor performance.
6. Any correspondence between the CAA and major UK airports (e.g., Heathrow) specifically discussing theft from checked luggage, luggage mishandling as well as passenger complaints.

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that some information within the scope of your request is held by the CAA: if I may I shall address each of your points in turn:

## **Elements 1,2,3,5 & 6**

Following a review of held information it has been determined that the CAA holds no information within scope of these elements of your request. It should be noted that the CAA does not play any sort of enforcement role regarding luggage. Rights to compensation are governed by international convention. Passengers can raise individual baggage complaints to the CAA's Passenger Complaints Team (PACT) or an Alternative Dispute Resolution company (ADR).

It should be noted that information held by the CAA's PACT team (and detailed below at element 4) would not be down to the granular level as requested.

It should also be noted that any information held by the CAA would only relate to those passengers who have chosen to contact the CAA. It is likely that the majority of claims would be made direct to airlines/airports by passengers with no CAA involvement.

## **Element 4**

Please find attached the information being released to you. As mentioned, these figures relate to only those cases when passengers have chosen to engage with the CAA. It would be unfair and unreflective to take these figures as the only incidents of lost luggage. It is likely that incidents are concluded between passenger and their airline/airport.

As you can see some entries within the releasable information is supplied in the format '*fewer than 5*'. Information is being supplied in this format as the release of the actual figure is likely, if placed within the public domain, offer sufficient contextual information which could, in the hands of skilled committed researchers, when combined with other sources of information, lead to the identification of individuals the present format – *fewer than 5* – is designed to protect.

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



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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.
- 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 when necessary consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and if necessary 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.
- An internal review cannot address issues outside of the scope of the original request.
- You, as the applicant, may raise concerns as to why you think the CAA (and any exemptions relied upon) were incorrect in our application of the terms of the FOIA.
- The internal review mechanism should not be used to raise additional further requests for information; this should be done by way of another first stage information request.