

[REDACTED]  
[REDACTED]

26 May 2016  
Reference: F0002770

Dear [REDACTED]

I am writing in respect of your recent request of 4 May 2016, 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:

*'I am writing in reference to the consultation regarding the 'Civil Aviation draft five-year Strategic Plan,2016-2021'. Document CAP 1401 states that "We (the CAA) received 180 responses to the consultation. Around half of those were largely incomplete (i.e. the responses included some personal details but no views on the questions asked). We have not included these incomplete responses in the analysis."*

*Please will you provide me with the information held on what criteria were used for determining non-inclusion of a response, to what extent did these criteria (including proportion of incompleteness) have to be present for a response to be ignored / disregarded and confirm the number of 'Industry' responses that were disqualified.*

*This is of particular concern since the responses ignored appear to be from residents yet "Residents affected by airspace change constituted the largest group of respondents. The dominant high-level theme of these consultation responses was the environment and more specifically, noise" according to CAP 1401.'*

Our response:

As stated in our consultation summary document, CAP 1401, we received 183 responses to our consultation, 180 of those via the online survey. Among the electronic replies that were submitted, 82 were substantially incomplete. The definition of substantially incomplete used is that some personal details had been included, such as name, surname, email address and respondent category, but no responses were given to the substantive questions posed by the survey regarding the draft Strategic Plan; i.e. no opinion was given on the merits of the draft Strategic Plan, positive or negative.

The majority of these 82 substantially incomplete submissions were from respondents classifying themselves under the category of residents, members of the public and the overflow, although they also contained 19 submissions from other respondent categories, such as commercial aviation, travel industry and GA. We did not take into account any of these substantially incomplete responses in the analysis we carried out as they did not provide any meaningful information that could be used to inform our Strategic Plan.

The responses we did take account of were all complete or substantially complete, meaning that at least one question relating to the draft Strategic Plan had been answered. In the majority of cases, views were offered to all of the questions listed in the survey. As explained in our CAP 1401 summary document, the majority of responses came from residents, members of the public and the overflow; other complete or substantially complete submissions came from the aviation community, the aviation industry and non-governmental organisations. We considered all of these in full in our review.

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:-

Caroline Chalk  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@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



Rihanne Stephen  
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.