

Date: 23 January 2025
Reference: F0007167

Dear

Thank you for your request of 7 January 2025, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

Please give a total for the number of items of luggage reported lost or missing at the following airports, between 2018 and 2024: a) Southampton Airport b) Bournemouth Airport.

This data should be broken down by year. If possible, please also give the number of items of luggage that were subsequently located after being reported lost.

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 some information within scope of the above request; please see below the information being released to you:

	Number of Cases	
Year of flight	Southampton	Bournemouth
2018 ¹	Information not held	Information not held
2019 (Feb Onwards) ¹		
2020	1	3
2021	0	0
2022	2	0
2023	0	0
2024	1	0
Grand Total	6	3

It should be noted that the figures being supplied relate to those incidents when individuals have contacted the CAA. It is, therefore, possible that individuals could have raised a complaint directly with their airport or airline without contacting the CAA.

¹It should also be noted that due to retention periods information related to closed cases prior to 31 January 2019 is no longer held by the CAA; therefore for 2018 information is not held by the CAA.

The figures show the number of complaints received by the CAA relating to luggage for flights departing between 01 February 2019 to 31 December 2024 and that have been closed by the CAA.

We are not able to confirm whether the luggage complaint relates to a departure or arrival airport. While these statistics provide insights into trends and occurrences related to lost luggage, it is important to clarify that they do not imply or establish responsibility on the part of the airports.

Finally, the CAA does not hold information on whether lost luggage has been located. For this element of your request we are, therefore, unable to provide any information.

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.