

[REDACTED]

16 September 2021
Reference: F0005370

Dear [REDACTED]

Thank you for your request of 27 July 2021, for the release of information held by the Civil Aviation Authority (CAA). Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

1: Copy of, or a statement setting out, the CAAs policy on charging by aerodromes / aerodrome operators / responsible authorities (in relation to controlled airspace or RZs) , for clearances & permissions to transit or operate within their airspace.

1A: As it relates to fixed wing & rotary private & commercial aircraft.

1B: As it relates to unmanned aviation of any kind, private or commercial

1C: Explain any differences between the two

In each case referencing the relevant enabling (or other relevant) legislation or CAP document

The CAA does not have an overall policy on charging by aerodromes, aerodrome operators or responsible authorities for clearances and permissions to transit or operate within their airspace.

Specifically in relation to UAS, the CAA has issued guidance to aerodromes in CAP 722C to assist with making decisions about issuing permission for UAS operations within their Flight Restriction Zones (FRZ). This includes (at para 3.2) guidance about Airspace Access Charging. Guidance on reporting airspace UAS access issues to the CAA can be found [on our website](#).

2: Detail the number & nature of complaints received about airspace user charging for both manned & unmanned aviation, by aerodrome/authority concerned & year

The CAA received one written complaint in 2019, three in 2020 and five in 2021. All related to UAS. Eight of the complaints related to the London Heliport, while one did not specific a particular location.

UAS users can also report airspace access issues to the CAA using the reporting form on the [CAA website](#). Reports about charges being imposed for UAS access have been received in relation to the London Heliport (four in 2019 and one in 2020), Wycombe Air Park (one in 2021) and Somerset Council (one in 2021).

3: Provide copies of all communications with the operators of both London Battersea Heliport & London Oxford airport in relation to the levy of permission administration fees

The CAA does not hold any information in relation to this part of your request.

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:-

@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 in the attachment. 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 <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.



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.