

[REDACTED]

18 January 2022
Reference: F0005515

Dear [REDACTED]

Thank you for your request of 13 December 2021, for the release of information held by the Civil Aviation Authority (CAA). We have considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request:

I request information regarding the average number of complaints you receive about damaged luggage for the years 2015-2020.

In particular, we are interested in the luggage classification of damaged property (i.e. hold luggage, hand luggage, oversized luggage).

If you could provide this along with the airline, flight route (arrival and departure points) and dates it would be greatly appreciated.

Along with this information, we understand you may not have all the data, but if you have any data on the compensation awarded over this timeframe it would be appreciated.

Our response:

When hold luggage is lost, delayed or damaged complaints are usually made to, or about, airlines. The CAA does not collect data on complaints made directly to airlines or airports.

Some airlines and airports are members of alternate dispute resolution bodies (ADR) and these bodies will handle complaints about destruction, damage, loss, or delayed transportation of luggage where the passenger has not been able to resolve their complaint with the airline. You can see which airlines are members of ADR schemes at <http://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/Alternative-dispute-resolution/>.

The ADR bodies themselves publish data relating to on their websites relating to lost, delayed or damaged baggage, although it is not split by airline. This data can be found at:

CEDR Annual reports
<https://www.cedr.com/consumer/aviation/reports/>

AviationADR Annual reports

<https://www.aviationadr.org.uk/annual-activity-report/>

For airlines that are not members of ADR bodies, the CAA's Passenger Advice and Complaints team handles complaints under The Montreal Convention for cases of lost, delayed or damaged baggage, where the passenger has not been able to resolve their complaint with the airline.

In the attachment we have provided data about complaints related to damaged luggage received by the CAA. We do not collect data relating to the type of luggage (e.g. hold luggage, hand luggage, or oversized luggage). Sheet 2 of the spreadsheet contains the details of the flight – airline, status, departure airport, arrival airport, departure date.

Please be advised there are many limitations to this information such as:

- It is the airline that is liable, rather than the airport, so we only handle complaints against airlines.
- The numbers include all closed cases dealt with by the CAA regardless of outcome.
- We record the passengers' departure and arrival airports but we do not know where the issue occurred, or whether the airline or an airport may have been responsible. Where there was a connecting flight involved it may have happened at a different airport entirely.
- We only handle complaints that passengers have been unable to resolve with the airline.
- Since the introduction of Alternative Dispute Resolution (ADR) in 2016, we no longer handle complaints about airlines that are signed up to an ADR scheme. While not all airlines are, the majority of passengers flying into and out of the UK are covered by an ADR scheme.
- In light of all of the above, the data is not representative of the number of baggage issues that occur at a particular airport, or useful for meaningful comparisons between airports or airlines.

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](mailto:caac@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>.

Yours sincerely



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.