

[REDACTED]

Date: 12 May 2025
Reference: F0007388

Dear [REDACTED]

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

1. The ten airports with most cancelled flights in 2023 and 2024 (and the number / proportion of cancelled flights for each):

Airport	2023	2024
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2. The ten airlines with the most cancelled flights in 2023 and 2024 (and the number / proportion of cancelled flights for each):

Airlines	2023	2024
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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 information within scope of the above request.

I can confirm that the CAA publishes data regarding cancelled flights; the following published and freely available information maybe of some interest to you:

-2024 On Time Performance Table - includes data for the previous year.

2024 On Time Performance Tables (XLSX document)

Please note the following:

- Cancelled flights are defined as the non-operation of a previously planned flight, announced less than 24 hours before or after its scheduled departure time.
- The 'Total Flights' column includes operated flights, cancelled flights and flights unmatched (flights that have not been cancelled and the scheduled gate time has not been provided).
- Top 50 Airlines is based on the number of flights operated during the current period.
- For the purposes of this publication, airlines and their respective subsidiaries have been consolidated.
- Please note, unforeseen events such as severe weather conditions, technical issues, or other extraordinary circumstances beyond airports and airlines control may impact flight schedules. These disruptions do not necessarily reflect the long-term performance or reliability of the airline or airport.

-2024 Annual Punctuality Statistics Full Analysis including the number of flights cancelled (also includes detailed punctuality data by route and airline):

2024 Annual Punctuality Statistics Full Analysis (CSV document)

-2024 Annual Punctuality Statistics Full Analysis:

2024 Annual Punctuality Statistics (PDF document)

[Please note the PDF file contain notes related to the data as well as unabbreviated column titles, therefore the CSV file should be used in conjunction with the corresponding PDF file.]

-For reference, here is the link to 2024 Punctuality data web page:

[Flight Punctuality Statistics 2024](#)

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.