

[REDACTED]

Date: 12 August 2025
Reference: F0007497

Dear [REDACTED]

Thank you for your request of 23 July 2025, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

Under the Freedom of Information Act, please can you provide the following information on how many airline-related consumer complaints or compensation claims were submitted to the CAA each month in the years 2021, 2022, 2023, and 2024 (to date)? Please break this down by month.

- 1. If recorded, please provide a breakdown of these complaints by airline.*
- 2. If available, please provide a breakdown of complaint types (e.g. flight delay compensation, flight cancellations, lost or delayed baggage, other service issues).*
- 3. Where possible, please indicate how many of these complaints were escalated or resolved in favour of the consumer (e.g. resolved by the airline, mediated, or referred to ADR schemes).*
- 4. If the CAA holds any data on total compensation paid as a result of these complaints, please provide this information by year.*
- 5. If the CAA does not hold court-related data (e.g. on civil claims filed in UK courts), please confirm which body holds this information.*

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that some information within the scope of your request is held by the CAA; please find attached the information being released to you.

This data relates to the number of complaints received by the CAA between 1 January 2021 to 31 July 2025. It should be noted however that passengers may wish to engage directly with their airport/airline. The information being released relates only to these times when passengers have chosen to contact the CAA with regards to their potential complaint.

All complaint types have been included. This is because for each complaint the airline may be related.

Although we are able to identify the airline associated with the complaint, this does not mean the airline is responsible for the complaint.

An outcome of 'N/A' includes cases that have not been taken up, have been withdrawn, do not meet our criteria, or have concluded prematurely, such as through loss of communication, or being settled externally.

Civil Aviation Authority

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. www.caa.co.uk

Email: foi.requests@caa.co.uk

Regarding the compensation data:

-We do not capture the currency for this compensation amount, but for context, all UK261 claims would be processed in GBP, refunds could be processed in either GBP, the local currency in which they were charged, air miles or flight vouchers.

-The amount of compensation per complaint may be split between multiple passengers.

-The amount of compensation is the amount agreed to be paid by the airline. The CAA holds no information as to when, or if, the amount was paid.

With respect to point 5 of the request - *If the CAA does not hold court-related data (e.g. on civil claims filed in UK courts), please confirm which body holds this information* – I can confirm that the CAA does not hold court-related data.

You may wish, if you have not already done so, wish to contact the HM Courts & Tribunals Service as their records may better reflect your area of study. As a separate and unique organisation I am unsure as to what, if any, additional information they would hold or be in a position to release to you:

HM Courts & Tribunals Service - GOV.UK

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.
- 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 when necessary consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and if necessary 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.
- An internal review cannot address issues outside of the scope of the original request.
- You, as the applicant, may raise concerns as to why you think the CAA (and any exemptions relied upon) were incorrect in our application of the terms of the FOIA.
- The internal review mechanism should not be used to raise additional further requests for information; this should be done by way of another first stage information request.