

[REDACTED]  
[REDACTED]  
20 January 2021  
Reference: F0005068

Dear [REDACTED]

Thank you for your request dated 13 December 2020, 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.

<i>1) How many Freedom of Information requests were received in the following calendar years</i>	
2017	417
2018	419
2019	415
<i>Of these requests, what % were responded to within regulatory deadlines</i>	
2017	91%
2018	94%
2019	90%

*Is a case management system or other software service to manage these requests? If so please state which software / system is used.*

We use Microsoft Access to manage all our requests.

<i>2) How many Subject Access Requests or other requests under GDPR/Data Protection legislation were received in the following calendar years</i>	
2017	38
2018	45
2019	82

Of these requests, what % were responded to within regulatory deadlines	
2017	95%
2018	96%
2019	95%

*Is a case management system or other software service to manage these requests? If so please state which software / system is used.*

We use Microsoft Access to manage all our requests.

3) How many written (letter, email, webform submission) Complaints and other enquiries were received in the following calendar years	
2017	146
2018	195
2019	147

The CAA accept complaints relating to CAA staff and services and the figures above are based on complaints only. The CAA also has multiple channels where it receives enquiries throughout the organisation but does not keep a central record of every enquiry that is received.

We use Microsoft Access to manage complaints

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>.

Yours sincerely



Information Rights Officer

## **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.