

[REDACTED]
[REDACTED]

7 January 2020
Reference: F0004618

Dear [REDACTED]

Thank you for your request of 31 December 2019, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

Please, under the Freedom of Information Act, I request all the normativity (documents in PDF format) related to the airlines' duty of:

- 1) Reporting any occurrences that could have, or did, endanger aircraft occupants within 72 hours.*
- 2) Carrying out appropriate levels of analysis of a potential incident (including those relating to fire, smoke, fumes or smells) and determine any further action that may help improve aviation safety.*

Our response:

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.

Occurrence reporting in the UK and the rest of Europe is governed by [European Regulation 376/2014](#). It requires the reporting, analysis and follow up of occurrences in civil aviation.

The purpose of occurrence reporting is to improve aviation safety by ensuring that relevant safety information relating to civil aviation is reported, collected, stored, protected, exchanged, disseminated and analysed. It is not to attribute blame or liability.

There is also guidance material available which can be found [here](#).

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:-

Civil Aviation Authority

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

Email: foi.requests@caa.co.uk

[REDACTED]
Head of External Information Services
Civil Aviation Authority
Aviation House
Beehive Ring Road
Crawley
RH6 0YR

[REDACTED] [@caa.co.uk](mailto:[REDACTED]@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 in the attachment.

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

[REDACTED]
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.