

[REDACTED]

10 December 2020
Reference: F0005003

Dear [REDACTED],

Thank you for your request dated 3 November 2020, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

-A list of authorised passenger numbers for all ATOL holders by quarter for the last 10 years (up to 20 years if this is easily available) or a similar recent report was found in the following link, under 'Authorised passenger numbers for all ATOL holders' - <https://siteapps.caa.co.uk/atol-reports/>

-Confirmation as to how often the ATOL holders list changes, i.e. is there a new version during the September renewal and one during the March renewal processes?

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 in the attachment. . The data is presented on two separate sheets because in 2018 the team moved to a new system, so the data is coming from the two sources.

ATOLs are renewed every year for each company at the end either of March or September, so there are major changes to authorisations to roughly half of the licence holders at these dates. In between those dates, total authorisations may change as a result of new licences being granted, ATOL holders becoming insolvent, or ATOL holders having successfully applied to vary the size of their licence.

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:-

[REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk)

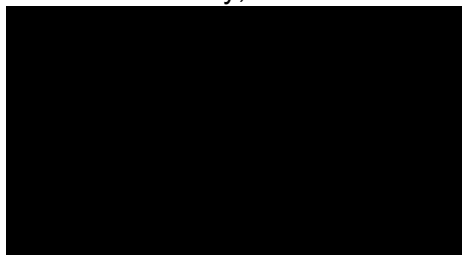
The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

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,



External Response Manager

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.