

[REDACTED]  
[REDACTED]

18 February 2020  
Reference: F0004678

Dear [REDACTED]

Thank you for your request of 28 January 2020, for the release of information held by the Civil Aviation Authority (CAA). We considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request and our response:

*What First Aid Training and Mental Health Training, if any, do you provide to your staff?*

The CAA deliver first aid training via several first aid training providers to varying numbers of staff at each of its office bases to ensure there are sufficient certificated first aiders at each location.

Additionally, the CAA delivered its first three courses of Mental Health First Aid (MHFA) between December 2018 and February 2019. There is currently a network of approximately 50 mental health first aiders (MHFAs) across the organisation and we will only offer further MHFA training on an ad-hoc basis to maintain this number.

*The current provider of First Aid Training and Mental Health Training to your staff and contract expiry date.*

The CAA contract first aid training based on location and use a number of trainers, British Red Cross and St Johns Ambulance providing the majority. It is an open agreement there is no specific end date.

The provider of our MHFA training was Mainly Mental Health. We do not currently have a contract for the provision of MHFA.

*The name and contact details of the person responsible at your organisation for First Aid Training and Mental Health Training.*

First Aid Training: The Head of Internal Compliance and Security,  
[healthandsafetyenquiries@caa.co.uk](mailto:healthandsafetyenquiries@caa.co.uk)

Mental Health First Aid: Wellbeing Manager, [wellbeing@caa.co.uk](mailto:wellbeing@caa.co.uk)

**Civil Aviation Authority**

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. [www.caa.co.uk](http://www.caa.co.uk)

Email: [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.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:-

[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.