

6 June 2014  
FOIA reference: F0001918

Dear XXXX

I am writing in respect of your recent request dated 6 May 2014, for the release of information held by the Civil Aviation Authority (CAA).

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

*Current Number of Staff Employed by CAA and its subsidiaries (incl. CAA international) - in the same manner as is reported in the annual accounts.*

	Group 2014		Group 2013	
	At 31 March	Monthly Average	At 31 March	Monthly Average
Safety Regulation	470	511	543	555
Regulatory Policy	63	61	59	61
Consumer Protection	60	58	56	60
CAA International	62	50	42	41
Miscellaneous Services	264	254	247	258
<b>Total</b>	<b>919</b>	<b>934</b>	<b>947</b>	<b>975</b>

*Current total wage bill - in the same manner as is reported in the annual accounts*

This information is not currently available as the 2014 annual report has not yet been finalised.

*Alternatively if the current total wage bill is not available, average cost per head of staff*

The current average salary cost is £50,343.

*Number of staff in the new GA unit*

There are currently 21 staff in the CAA's GA Unit.

*Previous employer of those staff in the GA unit and their previous roles (names of individual staff not necessary)*

- eg.

x5 CAA - Inspector - Administrator - IT manager,

x2 British Airways - Mechanic - Pilot

The current GA Unit staff all had previous roles within the CAA:

Administration Officer

Aerodrome Inspector

Airworthiness Section Leader (Flight Test Engineers) x 2

Airworthiness Surveyor x 4

Continuing Airworthiness Policy Manager

Design Liaison Surveyor

Design Surveyor - Propulsion

Flight Standards Officer x 3

Licensing Standards Technical Support Officer x 2

Manager Flight Operations Inspectorate (General Aviation)

Operations Support Officer

Policy co-ordinator for future airspace policy (seconded to Department for Transport)

Regional Manager - Airworthiness Evaluation & Surveillance

Senior Design Liaison Surveyor

*Number of complaints received by the CAA's complaints policy team / handled by the new complaints policy since inception.*

The CAA handled 86 complaints in accordance the CAA's complaints policy between its inception in July 2013 and 30 April 2014.

*Number of complaints satisfactorily resolved / closed over the period.*

The CAA's complaints policy operates a two-stage process, where a complainant can request a review by a senior manager if they are not satisfied with the response they have received. 80 complaints were resolved at stage one, while 6 complainants requested a stage two review.

*Number of complaints where the CAA or its staff were found at fault over the period.*

The CAA, or its staff, was found at fault in 24 complaints over the period.

*Number of complaints which resulted in remedial or disciplinary action or changes in procedure, staffing or policy at the CAA over the period.*

21 complaints resulted in remedial action (for example an apology or refund of fees), nine resulted in a change in procedure and three resulted in a change in policy.

*Total number of Private Pilot Licence (airplanes and helicopters) issued annually in the UK for years 2000-13 inclusive, with 2014 year to date.*

This information is provided in attachment one. The data is split into powered fixed wing, helicopters and sailplanes and includes the EASA Light Aircraft Pilot Licence (LAPL) and the National Private Pilot's Licence (NPPL). The recent increase in volumes is due to the issue of licences to cater for the changes introduced by the adoption of EASA-FCL regulations from 17 September 2012.

*A breakdown of the sources of income for the CAA for 2013, subdividing the headers used in the financial report ( Segment 2, p83 -*

<http://www.caa.co.uk/docs/33/CAP%201068%20Annual%20Report%202013.pdf>).

- For example (actual headings are likely different)

Safety Regulation - £57.8m

made up of ---

Pilot Licencing - £xx.x m

Aerodrome licencing - £xx.x m

Fines/Penalties £xx.x m

Inspection fees £xx.x m

This information is provided in attachment two.

*The results of any customer satisfaction or customer feedback programs operated by the CAA or on behalf of the CAA within the past 5 years.*

The CAA has carried out the following customer satisfaction or customer feedback programs during the last five years:

Dec 2011	CAA Communications	Review of Information Notice system one year after it was introduced
April 2012	Stakeholder research	Online survey to establish perception of the CAA across its different functions
Mar 2013	PLD Phone survey	Survey of telephone licence related enquiries to improve website content and develop the Hub service
Nov 2013	Customer satisfaction OLA holidays	CAA survey of customer experience of ATOL protection following a failure
Jan 2014	Public counter service – customer feedback questionnaire	Customer survey of experience of the new CAA counter service
March 2014	Call centre - customer feedback questionnaire	Customer survey of experience of new CAA call centre

Copies of the results of these surveys have been provided. The last two surveys remain open, so we have provided copies of those responses provided to date. Personal information, that would identify either individual CAA staff or respondents to the surveys has been removed in accordance with Section 40(2) of the FOIA as to release the information would be unfair to the individuals concerned and would therefore contravene the first data protection principle that personal data shall be processed fairly and lawfully. A copy of this exemption can be found below.

Similarly, a small number of responses have been redacted where the response itself would identify the organisation that submitted it. The surveys were conducted on the basis that the information provided would be used by the CAA for internal purposes,

and the reasonable expectation of respondents would be that the CAA would not make the information public in a way that would attribute any response to a particular organisation. These responses have, therefore, been redacted under Section 41 of the FOIA as their release would be a breach of confidence. A copy of this exemption can be found below.

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:-

Mark Stevens  
External Response Manager  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
West Sussex  
RH6 0YR

[mark.stevens@caa.co.uk](mailto:mark.stevens@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 Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield  
Information Rights and Enquiries 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.

**Freedom of Information Act: Section 40**

(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.

(2) Any information to which a request for information relates is also exempt information if-

- (a) it constitutes personal data which do not fall within subsection (1), and
- (b) either the first or the second condition below is satisfied.

(3) The first condition is-

(a) in a case where the information falls within any of paragraphs (a) to (d) of the definition of "data" in section 1(1) of the Data Protection Act 1998, that the disclosure of the information to a member of the public otherwise than under this Act would contravene-

- (i) any of the data protection principles, or
- (ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and

(b) in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 1998 (which relate to manual data held by public authorities) were disregarded.

(4) The second condition is that by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(c) of that Act (data subject's right of access to personal data).

(5) The duty to confirm or deny-

(a) does not arise in relation to information which is (or if it were held by the public authority would be) exempt information by virtue of subsection (1), and

(b) does not arise in relation to other information if or to the extent that either-

- (i) the giving to a member of the public of the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) contravene any of the data protection principles or section 10 of the Data Protection Act 1998 or would do so if the exemptions in section 33A(1) of that Act were disregarded, or
- (ii) by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(a) of that Act (data subject's right to be informed whether personal data being processed).

(6) In determining for the purposes of this section whether anything done before 24<sup>th</sup> October 2007 would contravene any of the data protection principles, the exemptions in Part III of Schedule 8 to the Data Protection Act 1998 shall be disregarded.

(7) In this section-

"the data protection principles" means the principles set out in Part I of Schedule 1 to the Data Protection Act 1998, as read subject to Part II of that Schedule and section 27(1) of that Act;

"data subject" has the same meaning as in section 1(1) of that Act;

"personal data" has the same meaning as in section 1(1) of that Act.

#### **Freedom of Information Act: Section 41**






(1) Information is exempt information if-

- (a) it was obtained by the public authority from any other person (including another public authority), and
- (b) the disclosure of the information to the public (otherwise than under this Act) by the public authority holding it would constitute a breach of confidence actionable by that or any other person.



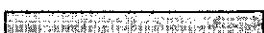
(2) The duty to confirm or deny does not arise if, or to the extent that, the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) constitute an actionable breach of confidence.

# Call Centre Customer Feedback Questionnaire SurveyMonkey


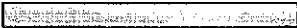


## 1. Please confirm the nature of your enquiry

		Response Percent	Response Count
Flight Crew licensing		90.7%	301
Engineering		5.4%	18
Air Traffic Control		0.0%	0
Instructor/Examiner		1.2%	4
Other (please specify)		2.7%	9
answered question			332
skipped question			0



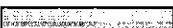
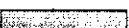
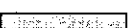
## 2. Did you try and find the information you need online before calling?

		Response Percent	Response Count
Yes - but I couldn't find what I was looking for		43.8%	144
No - I didn't check the CAA website		10.9%	36
Website Information was not relevant to my enquiry		45.3%	149
answered question			329
skipped question			3

### 3. Please confirm the reason for your call

	Response Percent	Response Count
General enquiry 	12.5%	37
Chasing the progress of an application 	52.2%	155
Asking advice on submitting an application 	24.9%	74
Query with correspondence you have received 	10.4%	31
Other (please specify)		51
<b>answered question</b>		<b>297</b>
<b>skipped question</b>		<b>35</b>

### 4. How long did you have to wait before speaking to our customer service team?

	Response Percent	Response Count
Immediately answered 	8.1%	27
0- 2 minutes 	17.8%	59
2- 5 minutes 	30.1%	100
5-10 minutes 	22.0%	73
10+ 	22.0%	73
<b>answered question</b>		<b>332</b>
<b>skipped question</b>		<b>0</b>

**5. The customer service representative clearly understood my enquiry**

	Strongly agree	Agree	Neutral	Disagree	Rating Average	Rating Count
	65.1% (216)	29.5% (98)	4.5% (15)	0.9% (3)	1.41	332
	answered question					332
	skipped question					0

**6. The customer service representative clearly showed knowledge of the subject matter**

	Strongly agree	Agree	Neutral	Disagree	Rating Average	Rating Count
	52.7% (175)	33.7% (112)	9.6% (32)	3.9% (13)	1.65	332
	answered question					332
	skipped question					0

**7. How helpful was the information provided by the customer service representative**

	Extremely helpful	Good	Poor	Inadequate	Rating Average	Rating Count
	56.2% (185)	36.2% (119)	4.3% (14)	3.3% (11)	1.55	329
	answered question					329
	skipped question					3

**8. Did you find the overall quality of the telephone service**

	Excellent	Good	Average	Dissatisfactory	Rating Average	Rating Count
	46.7% (154)	38.8% (128)	11.2% (37)	3.3% (11)	1.71	330
	answered question					330
	skipped question					2

### 9. Were all your enquiries resolved during your call

	Response Percent	Response Count
Yes	71.0%	235
No	29.0%	96
answered question		331
skipped question		1

### 10. If NO did the customer service representative direct you to

	Response Percent	Response Count
Another member of staff to answer your enquiry	14.4%	15
Call you back and answer your enquiry	9.6%	10
Advise you to email in	45.2%	47
None of the above (please specify)	30.8%	32
answered question		104
skipped question		228

### 11. Would you use the telephone service again?

	Response Percent	Response Count
Definitely	81.6%	270
Maybe	17.5%	58
Never	0.9%	3
answered question		331
skipped question		1

12. If you would like to share any additional comments of your experience using the telephone service, or comment on how we can improve our service, please use this space below.

Response  
Count

165

answered question 165

skipped question 167



**Q1. Please confirm the nature of your enquiry**

1	Private Pilot	Apr 29, 2014 6:33 PM
2	ppl license call back	Apr 28, 2014 9:58 AM
3	Accounts/payments	Apr 25, 2014 12:16 PM
4	CRI application	Apr 25, 2014 11:36 AM
5	ATPL Examinations	Apr 24, 2014 6:55 PM
6	Conversion of existing national licence issued by UK	Apr 23, 2014 1:57 PM
7	Radio Licensing	Apr 19, 2014 7:43 PM
8	Ppl conversion	Apr 8, 2014 7:29 PM
9	Sail Plane Towing Rating	Apr 7, 2014 2:55 PM



Q3. Please confirm the reason for your call

1	Confirming my home address on file	May 27, 2014 10:50 AM
2	Query about type rating	May 15, 2014 8:42 PM
3	Incorrect details noted on new EASA licence, CAA mistake.	May 14, 2014 12:11 PM
4	Trying to exchange my UK CAA license to German LBA. as required by my employer. Only to be told that according to CAA my B737-200/900 license is no valid after 30.06.2013, while I have 14.06.2014 written in my license by TRE.	May 14, 2014 9:08 AM
5	regarding the Eurostar I own as to the relevance of the CAA ppl license as against a EASA LAPL License	May 12, 2014 3:09 PM
6	Further explanation of the application to my specific position.	May 9, 2014 3:12 PM
7	Return of my medical certificate after submission of new EASA licence	May 8, 2014 11:39 AM
8	received two licences - still not resolved	May 7, 2014 9:00 PM
9	hours gained in USA counting towards hour buildingh in UK	May 7, 2014 1:58 PM
10	I'd overpaid a fee by cheque and was calling with credit card details	May 7, 2014 9:19 AM
11	checking recorded information	May 2, 2014 9:28 PM
12	Wanted to know if I needed to do a FI assesement of competence trough an ATO, someone told me I had to, but I could not find that in the regulations.	Apr 30, 2014 8:46 PM
13	I forgot to send fee	Apr 29, 2014 10:23 PM
14	The requirement as wether a separate Flight Telephony Licence is required with the new EASA flight crew licences.	Apr 29, 2014 9:07 AM
15	Responding to a query from the Personnel licensing department regarding a credit card payment.	Apr 25, 2014 12:16 PM
16	Application is over 6 weeks old!	Apr 25, 2014 11:36 AM
17	EASA License Query and other Licensing Information Confirmation	Apr 25, 2014 9:44 AM
18	Incorrect expiry dates for ratings.	Apr 24, 2014 1:08 PM
19	To confirm that a MAS SRG2133 had been received.	Apr 24, 2014 12:13 PM
20	Query about a possible error with a recent application to amend my licence	Apr 22, 2014 9:52 PM
21	Requesting confirmation letter.	Apr 22, 2014 5:36 PM
22	Query regarding misspelt name on licence	Apr 22, 2014 2:40 PM
23	Request for a no accident letter from an overseas airline	Apr 22, 2014 12:44 PM
24	Costs of renewal	Apr 19, 2014 7:43 PM
25	Cofusion over cost of converting a JAA ATPL to EASA PPL	Apr 15, 2014 5:30 PM
26	I required to know whether my English language Level 6 proficiency	Apr 15, 2014 2:15 PM

**Q3. Please confirm the reason for your call**

	qualification was on my file as I had never had confirmation of this.	
27	Checking validity of a licence for a specific purpose (use of LAPL(H) on non EASA helicopters).	Apr 15, 2014 11:21 AM
28	Clarification of JAR-PPL revalidation requirements	Apr 15, 2014 8:39 AM
29	Query about the date of first issue of a license	Apr 15, 2014 8:33 AM
30	Incorrect licence issued without a rating.	Apr 14, 2014 2:47 PM
31	Query on verification letter for licence	Apr 11, 2014 1:09 PM
32	Also enquiry about licence legality	Apr 11, 2014 1:00 PM
33	Returning missed call	Apr 10, 2014 12:38 PM
34	Trying to sort out a licencing issue following a licence re-issue	Apr 9, 2014 2:01 PM
35	Wrong details listed on new EASA licence	Apr 9, 2014 12:30 PM
36	Card details for payment were declined. Payed over the phone	Apr 8, 2014 2:45 PM
37	Address change	Apr 8, 2014 1:40 PM
38	To check that FCL was in receipt of my Log Book evidence.	Apr 7, 2014 2:55 PM
39	Seeking to confirm if R/T level 6 English has been added to own data.	Apr 6, 2014 8:00 PM
40	Follow-up to previous enquiry for which I have not yet received an answer	Apr 4, 2014 3:36 PM
41	I had attended the office on Tuesday to convert my National ATPL in to an EASA ATPL and was concerned that my IR had been missed off. It hadn't been, it was just a case of semantics.	Apr 3, 2014 11:39 PM
42	replying to a call from caa	Apr 3, 2014 9:14 PM
43	Payment test	Apr 3, 2014 4:48 PM
44	Incorrect info sent to FAA for issue of FAA airman certificate	Apr 3, 2014 4:34 PM
45	Correcting an invalidly processed application	Apr 3, 2014 4:19 PM
46	As I shall be unable to obtain a fresh Medical Certificate for a LAPL within 30 days I needed advice on the following paragraph - not clear on CAA website: "You are required to comply with the above outstanding requirements within a period of 30 working days, from the date of this email/letter, otherwise your application will be cancelled, personal items returned and a fee for the initial assessment will be charged, which is currently at £108 as per our scheme of charges. We will also charge a CAA refund Policy fee of £25.00."	Apr 3, 2014 3:02 PM
47	Information required that I had failed to bring with me	Apr 3, 2014 1:55 PM
48	Incorrect address on my licence. Change of address was included in renewal.	Apr 3, 2014 12:05 PM
49	Checking my recorded English Language level prior to SPL application	Apr 3, 2014 10:15 AM

**Q3. Please confirm the reason for your call**

50 Chasing an email enquiry to which I have not received a response yet.

Apr 3, 2014 9:55 AM

51 the mail I received was not giving the reason why

Apr 2, 2014 11:12 AM



**Q10. If NO did the customer service representative direct you to**

- 1 On many calls. I was advised. Never resolved.....Many e-mails. Letters. - Recorded. Still no response. ... May 23, 2014 10:03 AM
- 2 My enquiry was answered . May 19, 2014 12:30 PM
- 3 To Call back in a few days May 14, 2014 5:24 PM
- 4 I am waiting for my licence to arrive and the friendly sir couldn't tell me how long it would take from now until I will receive it. However he did ensure me that I'd get an email once the licence application has been fulfilled. May 14, 2014 1:58 PM
- 5 Unable to give me an estimate as to when my licence might arrive. May 7, 2014 9:02 PM
- 6 Chased up my application with an internal mail but no update despite waiting over a month May 7, 2014 5:00 PM
- 7 No I just hang up the call May 7, 2014 2:40 PM
- 8 Just told there is a back log due to back holidays and EASA conversion. Note when I eventually got through both people I spoke to (two calls made to chase progress) were very polite and as helpful as they could be. Apr 29, 2014 10:17 AM
- 9 officer [REDACTED] dealing with application was not available. I only wanted to renew my SEP rating onto my fully current JAR ATPL ([REDACTED] but was told I now have to have a new EASA ATPL to do this ----AT GREAT EXPENSE !!!!!!! Apr 26, 2014 11:29 AM
- 10 Placed on hold while representative consulted with a colleague. On hold for less than 30 seconds. Apr 24, 2014 1:08 PM
- 11 I wanted to know the status of my application. All I was told is that there is a month delay, and then the usual processing time. No information or expected date on when I might get my licence. Apr 24, 2014 11:41 AM
- 12 I was told I will get an email to answer my query but not sure as to when it would reach me. Apr 22, 2014 10:49 AM
- 13 The info given referred me to a web document but its that complex I still can't work out the costs!!! Apr 19, 2014 7:43 PM
- 14 The required licensing expert was in a meeting, and I was advised to call back, I accepted the advice, the person on the other end was very friendly, and helpful. Apr 16, 2014 12:18 PM
- 15 Show up at Gatwick Apr 16, 2014 12:06 PM
- 16 My application for a LAPL was not in the system having been posted on 1st April. Apr 12, 2014 11:24 AM
- 17 wait the assessment goes through Apr 11, 2014 11:10 AM
- 18 My enquiry made Tuesday 8th April was fairly complex. I spoke to [REDACTED] who advised that an adviser would call me back or e mail me. he checked my e mail which was correct. Nothing hear so I telephoned to day and received excellent service but advised I should e mail the enquiry Apr 10, 2014 3:50 PM
- 19 The first call should have elicited a call back to me. As it didn't I rang again a Apr 10, 2014 1:35 PM

**Q10. If NO did the customer service representative direct you to**

	week or so later and this time the situation was resolved	
20	look online on caa.co.uk	Apr 10, 2014 10:03 AM
21	N/a	Apr 8, 2014 2:45 PM
22	I was given wrong information/ non existing ref. no for FedEx. When called again and spoke to someone else was told that the required documents were never send out!	Apr 7, 2014 12:13 PM
23	Got cut off.	Apr 7, 2014 10:59 AM
24	I would need to chase progress again at a later date	Apr 7, 2014 7:36 AM
25	Advised to wait due to backlog	Apr 6, 2014 10:02 PM
26	This question relates to 9. Which I answered yes... therefore not applicable	Apr 5, 2014 5:17 PM
27	none	Apr 4, 2014 3:38 PM
28	Application is still on going. However, I was told it would be completed later in the day.	Apr 4, 2014 9:43 AM
29	Customer service representative did not hand my details over to the financial department so the payment wasn't made.	Apr 3, 2014 4:48 PM
30	Go to the CAA offices in person.	Apr 3, 2014 4:38 PM
31	For good reason the query requires an email with more detail investigation required, so I accept the quality of service as average.	Apr 3, 2014 4:08 PM
32	Basically they didn't provide an answer.	Apr 2, 2014 11:12 AM





Q12. If you would like to share any additional comments of your experience using the telephone service, or comment on how we can improve our service, please use this space below.

1	Reduce the waiting time.	May 27, 2014 10:50 AM
2	There are so many SRG forms that there is confusion, even among examiners and instructors, on their proper usage and requirement.	May 19, 2014 7:27 AM
3	I called to find the progress of my EASA licence. Still sat in a drop tray for someone on Jury Duty. Glad I don't need it issued till mid July.	May 15, 2014 7:27 PM
4	Professional and courteous, I will still need to follow up on the e-mail I had to send, but I did receive the right advise on what was required.	May 15, 2014 11:54 AM
5	Email FCLWeb a few weeks ago but failed to receive a reply. So had to make another phone call to FCL.	May 15, 2014 11:10 AM
6	It is a problem that I am in a hurry, and the answer to my question is to email you. Well I can live with that, but when I ask for a response time I get told, you will answer within 2 - 3 weeks. It is not possible to have a conversation with a response time on more than a day! Definitely not good enough. Very nice person I talked to, but the working condition for the staff is under the limit, when the response time is 2 - 3 weeks!	May 15, 2014 7:44 AM
7	The 1st time I tried to ring the system let me get to the front of the queue then disconnected me	May 14, 2014 5:24 PM
8	representative was helpful but could not answer the question	May 14, 2014 12:13 PM
9	[REDACTED] was very helpful, informative and polite. My records were immediately accessed and my questions resolved promptly. Many thanks.	May 14, 2014 11:44 AM
10	Please attend to this complaint urgently as I have been flying without a legal type rating according to your information. Last year, I emailed the required documents on 30.05.2013 and followed this up with a phone call several days later. The lady I then spoke to, told me not to worry and that all was in order. Now it turns out that somewhere along the line, something has gone wrong and I have been flying illegally. PLEASE RESPOND TO THIS QUERY AS SOON AS POSSIBLE!!!!	May 14, 2014 9:08 AM
11	The person I spoke to was exceptionally pleasant and helpful	May 13, 2014 5:05 PM
12	Trying to expedite my application (requested by FTE on original application) - it doesnt seem clear wether this has been expedited as there doesnt seem to be an update made on the system/application.	May 13, 2014 4:46 PM
13	I particularly liked the queue placement information.	May 12, 2014 3:27 PM
14	I was referred to the CAA as I required information by a Qualified Instructor of a flight school and the telephonit said that she was Not Qualified to answer as it was a technical Question on all my questions and stated she had no knowledge to answer!!! what is thee goog of having a telephone service if they cannot answer a licensing question or at least pass you to someone who can	May 12, 2014 3:09 PM
15	In my initial call to chase up my appliaction I was promised to have a call back call back which never happened. After waiting 2 weeks I had to call again to get the answer.	May 12, 2014 10:41 AM
16	I waited 25 min which is quite a long time to get through I think, so there is	May 10, 2014 5:22 PM

**Q12. If you would like to share any additional comments of your experience using the telephone service, or comment on how we can improve our service, please use this space below.**

definitely an area to work on there.

- |    |  |                      |
|----|--|----------------------|
| 17 | The time to get through takes way too long. little or no consideration has been given relating to the cost to the customer. I was calling from overseas. If you do not get the officer who is dealing with your application, the fellow who answers the phone does not appear to know the answer even to generic questions about licensing issues. Overall I think the CAA office is grossly undermanned. Licenses should not be very complicated. If you have an old CAA license all information should be readily available to you, one should not have to jump through a load of hoops to resupply the information. | May 9, 2014 4:07 PM  |
| 18 | The phone call service provided was excellent, could not have been bettered. 'Full marks' - which I don't award easily :-). An earlier email related to the same matter however was not so good. It came over as very negative and frankly rather aggressive, and did not take into account the circumstances fully. My email reply to it went unanswered.   | May 9, 2014 2:00 PM  |
| 19 | Prior information given by Customer service Rep was erroneous and an email I sent to ensure I had correctly understood was not replied to after 12 working days, so I rang again. The CSR was [REDACTED] and he clearly delay with my problem and corrected the erroneous information. Excellent.  | May 9, 2014 10:13 AM |
| 20 | The piano music I had to endure whilst waiting for my call to be answered was torture, too loud and felt like it was designed to put you off ringing the CAA   | May 8, 2014 11:39 AM |
| 21 | Spoke to a chap who dealt with my enquiry swiftly. Hardly a moment was wasted.   | May 8, 2014 9:06 AM  |
| 22 | Your representatives are very helpful but seem unable to give estimates as to when licenses may arrive simply saying the delay is due to increased volume.   | May 7, 2014 9:02 PM  |
| 23 | Have more lines installed or more advisers   | May 7, 2014 9:00 PM  |
| 24 | Telephone service does the best it can. Licensing and policy departments need to sort their lives out and make some decision. They should be accountable to the customer and not just hide behind documents and the call center  | May 7, 2014 5:00 PM  |
| 25 | Slightly longer in the queue waiting to speak to someone, however the music was quite nice and relaxing, and not Musac as is sometimes found on other systems. Once through the call was dealt with promptly and effectively.  | May 7, 2014 4:48 PM  |
| 26 | it seems that telephone staff have limited knowledge on specific matters.  | May 7, 2014 1:58 PM  |
| 27 | The music while waiting in the telephone line is horrible !!!!   | May 7, 2014 1:56 PM  |
| 28 | There should be a way to confirm to someone else that the call and conversation has taken place, ie the responder to your call should give their name, or give a reference number to you so you can quote it again should there be further problems or even conflicting advice given.  | May 7, 2014 1:53 PM  |
| 29 | It can be difficult to find information online due to many irrelevant search results being shown, however whenever I have called the licensing department they have been able to answer my questions quickly.  | May 7, 2014 1:32 PM  |

**Q12. If you would like to share any additional comments of your experience using the telephone service, or comment on how we can improve our service, please use this space below.**

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| 30 | Spoiled only by call queue   | May 7, 2014 1:12 PM   |
| 31 | I thought that the telephone service was very good despite having to use Skype from abroad which dropped me out of the queuing system the first time round. That's no fault of the CAA though and I can't find any fault with the current system.  | May 7, 2014 11:56 AM  |
| 32 | Reduced waiting time   | May 7, 2014 11:35 AM  |
| 33 | I rang to gain an immediate answer to my query. Understandably no one knows everything but the wait now for a written answer seems very long.  | May 7, 2014 10:33 AM  |
| 34 | Telephone service does not normally resolve the issue but often is the only option.  | May 7, 2014 10:24 AM  |
| 35 | Responder could speak a little more slowly but otherwise excellent.  | May 7, 2014 10:17 AM  |
| 36 | A model phone system, with decent (classical!) music and frequent updates about my position in the queue.  | May 7, 2014 9:19 AM   |
| 37 | [REDACTED] dealt with my original phone call, was very helpful and informative.  | May 3, 2014 9:50 PM   |
| 38 | Overall, I found the telephone service to be pretty good and the staff to be very helpful.   | May 3, 2014 2:20 PM   |
| 39 | Being told one's place in the queue is comforting.   | May 2, 2014 9:28 PM   |
| 40 | Excellent customer quality   | May 1, 2014 12:44 PM  |
| 41 | Too long a wait on the phone waiting for customer service representative   | May 1, 2014 7:42 AM   |
| 42 | Staff are not always forthcoming with their names, generally I would like to know who I'm speaking to, should on another call I need to refer to them, if the enquiry relates to the same matter.  | Apr 30, 2014 9:45 PM  |
| 43 | The conversation today was a much more pleasant and informative than I have had before when talking to the CAA on similar matters.   | Apr 30, 2014 8:46 PM  |
| 44 | I was told a number via email to call the personal licencing and tried throughout the day but couldnt get a answer so i called the main number to be answered by a gentleman who was grumpy and rude. He then put me through to licencing who another gentleman answered and was very polite and very helpful and i was satisfied my call was all sorted. Thankyou caa | Apr 30, 2014 5:53 PM  |
| 45 | Good & friendly service. Hopefully the advice I received will prove to be correct!   | Apr 30, 2014 2:00 PM  |
| 46 | I owed you money. It wasnt difficult. The gentleman I spoke to was very affable and dealt with me in a friendly and efficient manner   | Apr 29, 2014 10:23 PM |
| 47 | Very happy with the service got the answer to my question. Many Thanks   | Apr 29, 2014 11:06 AM |
| 48 | When calling for updates on pilot licensing; you are put into a queue (OK) but with very poor quality music which after waiting more than 15 minutes irritates. Queuing time is excessive The process takes too long. Why is there no web system to view the status of the licence conversion? I was told there  | Apr 29, 2014 10:17 AM |

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was a backlog, due to EASA and bank holidays. All of these events are well known in advance, not really acceptable to have to wait 4 weeks or more for a simple transaction.

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| 49 | Very helpful member of staff - and I am delighted to be told that my licence was posted back to me yesterday!  | Apr 29, 2014 9:25 AM  |
| 50 | I imagine you must be inundated with licence conversion applications at the moment. It would reduce your workload if you either sent progress emails or directed customers to a live processing site on the website where they could enter a reference number to see where in the process their application is (I have been waiting 5 weeks since making my application and though didn't want to add to your workload by chasing up, I did so this morning as was concerned there may be a problem) Great telephone service though! Well done.. | Apr 29, 2014 9:19 AM  |
| 51 | The application process to get a rating revalidated is so incredibly slow. I know a few people who might lose jobs over this. This really has to be improved. I am awaiting a reply to an email sent in March.   | Apr 28, 2014 10:23 PM |
| 52 | The waiting time was 20 mins to get to the front of the queue, probably 5 mins to long.  | Apr 28, 2014 1:27 PM  |
| 53 | It would be nice to shorten the waiting time since calling from abroad and having to wait several minutes before getting to speak with the customer representative might cost significant money  | Apr 28, 2014 11:13 AM |
| 54 | Great service, polite & efficient. Not bad for a Monday morning.   | Apr 28, 2014 9:58 AM  |
| 55 | processing time for applications seems to take much longer than the 12 days written on the web page  | Apr 28, 2014 9:42 AM  |
| 56 | none   | Apr 26, 2014 1:16 PM  |
| 57 | Operators seem to have little knowledge of " Aviation " and have --it seems in common the rest of the CAA, no sense of urgency or realisation that having been forced to pay a "Kings Ransom " for issue of a bit of European paperwork have little interest in checking that it hasn't been lost !... I have E-mailed a number of times wrt above this year (2014) but have NEVER received a reply --other than the "auto response". Thank goodness my application and query was simple !. [REDACTED]   | Apr 26, 2014 11:29 AM |
| 58 | Only the lenght of time it took to have my call answered. It might be better to have the a service that rings you back once someone is free to do so.  | Apr 25, 2014 3:51 PM  |
| 59 | Be automated position in the queue system is excellent.  | Apr 25, 2014 12:12 PM |
| 60 | Excellent and efficient service, really nice to be told the position in queue and wait acceptable. Very refreshing service. Well done guys!  | Apr 25, 2014 12:04 PM |
| 61 | Whilst the telephone system is very good and the staff are very pleasant, this is the second occasion when I have not got an answer to the question. I have been asked to e-mail in; hopefully I might get an answer this time.  | Apr 25, 2014 11:36 AM |
| 62 | It would be great if UK CAA would publish similar a publication as Lasors regarding EASA Licenses. I believe it would greatly reduce amount of calls to your call center.  | Apr 25, 2014 9:44 AM  |

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| 63 | I have used the phone service a few times now, and had to wait between 10 and 30 minutes. I have also been asked to mail 'fclweb@caa.co.uk' on a number of occasions, and not once have I had a response to any of my questions there.   | Apr 24, 2014 11:41 AM |
| 64 | I spoke to a [REDACTED] (Tec adviser) A excellent person to speak to very knowledgable very polite and followed up the information with an email. I wish more people were like him. A***   | Apr 23, 2014 7:46 PM  |
| 65 | My query was quickly answered allowing me to subsequently send the required documents via email. Regarding the waiting time, my initial call occurred 11.50am of which I happily held. I was next in the queue and was then transferred to reception who informed me that the FCL department closed from 12-1pm. Whilst the issue of closing is not an issue, I then had to wait an hour before I could call again. I suggest that the system allow calls queuing prior to midday to be answered, and calls between 12&1 be informed that the offices are closed.                | Apr 23, 2014 2:29 PM  |
| 66 | I hope you don't mind but this is not directly connected with my telephone call but this suggestion would have prevented the need for the call. I called to see if my application had arrived or was lost in the post as I have been waiting six weeks. My suggestion would be to send a template email to applicants informing them that their paperwork had arrived and was in the queue for processing.   | Apr 22, 2014 8:28 PM  |
| 67 | Please keep this service going, as it may be convenient to download information from the web, but if you need to find something and it happens not to be called what you expect it to be, the search can fail. I found the operator I spoke to was very knowledgable and directed me to exactly what I needed. All done with calm efficiency we expect from the British. Well done! [REDACTED]   | Apr 22, 2014 4:39 PM  |
| 68 | Polite people, very important  | Apr 22, 2014 4:12 PM  |
| 69 | It would have been a better experience with a reduced waiting time, but I understand that the CAA is a national organisation and will often be inundated with calls. Queue position notification is a nice touch.  | Apr 22, 2014 2:40 PM  |
| 70 | There was a long wait before getting through to speak to a customer service officer. Shorter wait for callers will be helpful  | Apr 22, 2014 2:35 PM  |
| 71 | Very pleasantly surprised by the service.  | Apr 22, 2014 1:03 PM  |
| 72 | Waiting time too long-would avoid calling at all costs, but information info provided online not clear either  | Apr 22, 2014 12:41 PM |
| 73 | Hello, The only problem I have with the telephone service is that I have to call in internationally and regularly have to wait 10+ minutes for my query to be processed. I think if you assign more resources to the telephone service or answer emails promptly enough (though I'm sure your workload is heavy) or find some way to track a license application online this would help ease the load on the telephone service. Now with regards to the processing time for a license application, if that was shortened then I'm sure you wouldn't get so many calls either :). | Apr 22, 2014 10:49 AM |
| 74 | FCS1500 says not to send any credit card information via email. To make the payment for the requested service, I asked the CAA to call me. My  | Apr 16, 2014 7:24 PM  |

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application was slightly delayed, because the person handling the request did not have my payment details. No one called me. Only an email saying I did not pay. I called back, and someone took my credit card info and a few days later all was done. Payment info should be removed from all request. Once a request is received, an invoice is sent with all option of payments. Then people can call back with an invoice number and pay, or send a check, or send a transfer, etc. The main problem is that there is no way for the user to know what amount needs to be entered as payment. I have never seen any fee schedule for anything. I only find out after my card is charged. Kind Regards

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| 75 | Definitely I would. It was seconds when CAA answered my call this time compared to earlier times when we were referred to answering machine followed by long waiting, sometimes had to give up, and disconnect even though the issue is of important nature. Today it was a new revolution in CAA communicating system, which I and many others hope to remain this way as it helps in good relation with The CAA and aviation community, we value the CAA a great deal, and look forward to have all future needs be achieved with minimum efforts. | Apr 16, 2014 12:18 PM |
| 76 | A vast improvement on the service provided previously. The call was answered promptly. The advice clear and provided by someone who knew what he was talking about. Many times before I have phoned up and talked to some ladies who had no idea about the subject and regularly gave conflicting information.   | Apr 15, 2014 5:30 PM  |
| 77 | I was most impressed by the efficient and speedy response to my query. All I was asked for was my CAA reference number and the reply to my query was almost immediately answered. This is like a breath of fresh air compared to my experience of other menu driven call centre functions. Regards [REDACTED]  | Apr 15, 2014 2:15 PM  |
| 78 | I was prepared for a long wait with many levels of menu choice but I was amazed at the speed of the response. My query concerns a specific and probably not very common area of licensing and I did not expect an instant answer, so I was advised to send an e mail which I was quite happy to do.  | Apr 15, 2014 11:21 AM |
| 79 | Once in contact after a long hold, the three people I spoke to over four weeks span were very clear and helpful.   | Apr 15, 2014 10:58 AM |
| 80 | Nothing to add really, the person on the phone was very helpful. One thing the CAA could consider is an online chat advisor, where we could ask quick questions via 'chat' on your website.  | Apr 15, 2014 8:47 AM  |
| 81 | Great companion service to the website, which has a lot of info but it is very hard to navigate and find what you need.  | Apr 15, 2014 8:39 AM  |
| 82 | Good telephone manner from the team. My query needed a tech officer input and he/she wasn't available so was advised to email, which I hate doing !!!  | Apr 14, 2014 5:29 PM  |
| 83 | I also used the walk in service to renew my licence which was easy, quick and first class service.   | Apr 14, 2014 10:14 AM |
| 84 | Waiting time, too long.  | Apr 14, 2014 10:01 AM |
| 85 | I was number 8 in the queue when I rang the CAA and it took 22 minutes   | Apr 12, 2014 11:24 AM |



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- before I could speak to a representative.
- 86 My first call gave me 3rd in the queue eventually 2nd and finally 1st then I was cut off. The following call placed me 5th in the queue eventually after more than 10 minutes I eventually spoke to a very helpful person. The telephone system needs change. Apr 11, 2014 7:37 PM
- 87 Not in particular this call, but I have called many times and get many times different answers. It looks like there is no track and trace system of my calls and answers given. Everytime I have to explain again. Also the internal procedures are not all clear with call agents. Why not give a certain tag number for an inquiry So the customer can refer to that tag number. Call agent are mostly very helpful, but they believe sometimes too much their own truth... Apr 11, 2014 6:56 PM
- 88 Dear Sirs, I have previously held the opinion that it was a difficult task to get through to the CAA. This view was based on hearsay and I feel embarrassed that I held it now since the last two occasions that I have telephone, once for advice and once to check progress on an JAA --> EASA licence conversion, both times were handled extremely well and I was very satisfied with the advice and help I received. Well done! [REDACTED] Apr 11, 2014 3:07 PM
- 89 My query was answered clearly by a very knowledgeable member of staff. Apr 11, 2014 2:58 PM
- 90 I did not have to wait for response on telephone. Apr 11, 2014 1:09 PM
- 91 Operative was polite and helpful but there was a slight problem with English language proficiency. Apr 11, 2014 1:00 PM
- 92 My application has been sent more than 2 months ago, and I still have the same answer: my application is being inspected by a Flight Crew Standards Inspector... There hasn't been any change or update since my first phone call. Apr 11, 2014 10:57 AM
- 93 Online checking of license application! IT IS SLOW! Apr 11, 2014 10:56 AM
- 94 I think given the large volumes of traffic you probably have from pilots that the service is good and I have recently had significant help from registrations in London whose service was superb again in a complex matter. Apr 10, 2014 3:50 PM
- 95 Very good, only problem are my international rates from Spain :) Apr 10, 2014 3:16 PM
- 96 I reckon you've been pretty busy with all the licence exchanges which I dare say were not your idea. By and large the system has worked well although I thought the web system was too complicated and I managed to lose all my information having filled it all in. As I think I'm reasonably well versed in the internet this was disappointing. Other than that all has worked well if extraordinarily slowly. Apr 10, 2014 1:35 PM
- 97 I phoned as I couldn't find the information on the website. I was then directed onto the website, I will still have to phone back or send an email. Apr 10, 2014 10:03 AM
- 98 I would always ring or email enquiries as website is difficult to understand Apr 10, 2014 9:58 AM
- 99 I am new in the CAA because I am transferring my license from Spain. I have called several times to follow up the process and ask for advice. I have Apr 9, 2014 11:57 PM



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- received very good service and attention every time I have called. Thank you very much.
- 100 I was 10th in the queue and had to wait for about 20 minutes today before speaking to an assistant (who was very polite and helpful - top marks here!). Unfortunately the person I wanted to talk to (who is dealing with my license application) was unavailable as she was working on the 'counter'. However I was called back with the relevant information. Apr 9, 2014 6:53 PM
- 101 Everything was fine except the wait in the queue which was 18 min. Apr 9, 2014 3:25 PM
- 102 The whole customer service is improving vastly since the introduction to EASA and I hope it will continue to strive to improve. A few comments; - A lot of CAA documentation seems to have Americanised spelling (or should I say Americanized?). Licence with an s, z's instead of s's etc - maybe this could be sorted out? - More applications should be allowed online (including online payment) - Perhaps allow people to then print temporary licences whilst they wait for things to arrive in the post (only once someone has checked the application of course!) - this would be particularly helpful for commercial pilots, engineers etc who make a living from aviation. - Better assess the impact of rule changes on licence holders such as the EASA requirement to remove non-current type ratings from licences when reprinting licence even if it's only just gone out of date - this requirement is daft and must be causing you (and definitely us!) a lot of headaches! Apr 9, 2014 2:01 PM
- 103 The first time I called I was cut off by your system and therefore I had to call again and wait in the queue. Apr 9, 2014 12:36 PM
- 104 I had to wait 22 minutes to be handled and was 8th in line when the "holding" started. I appreciate the CAA must be busy at the moment with the new licensing regime but waiting on hold for 20+ mins is really not acceptable. Apr 9, 2014 12:30 PM
- 105 I would usually try and find the answer on line, but I generally do not find the CAA's website intuitive in the way information structured. I could not establish easily for example if a lapsed IMC would transfer to the EASA licence replacing my JAR FPL. Also in establishing the fee for the new licence the form made a reference to courier charges which was elsewhere on the CAA site. On the call I had a wait of over 16 minutes to get through on a paid for number. Happy to provide further feedback. Apr 9, 2014 11:05 AM
- 106 if applications are tracked by a specific individual, there should be a way to contact him/her directly, since all other staff has no knowledge of the situation and will provide no assistance. having to wait for the call to be transferred is not particularly efficient... also, make sure that all staff has the same answer regarding one specific query, it doesn't help that one person says one thing and another person a different thing... congrats on "dumping" all the pre-recorded messages, which at one point lasted over 2min!! Apr 8, 2014 7:52 PM
- 107 My partner and I spent four hours looking through the website but nothing came up in the search button when i put the question cost of converting PPL Licence to NPPL. It took time to find the correct form to complete from the website. When you try to press on the highlighted link about the scheme charges, the link is on two separate lines and will not work. Apr 8, 2014 7:29 PM
- 108 Completely satisfied! At last, a friendly call centre that doesnt have endless choices on a lengthy automated system, and doesnt false you to use there website assuming everyone has the time and wants to go on line! You Apr 8, 2014 6:52 PM

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- actually get through to a human voice very quickly, and you were very helpful and dealt with my query promptly and efficiently. Well done and thank you.
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| 109 | I think I should be able to enter my CAA reference number and perhaps a password, and all details of my licences and personal details should be displayed, some of which, address, phone numbers, e-mail etc, I should be able to change as required, Thank you.   | Apr 8, 2014 4:33 PM  |
| 110 | Response to email enquiries could be much better.  | Apr 8, 2014 3:48 PM  |
| 111 | Phone call and email from CAA to me did not reach destination. Hence the reason for my call  | Apr 8, 2014 2:45 PM  |
| 112 | After hanging on for what seemed a lifetime, I was cut off as I reached No 1 in the queue.   | Apr 8, 2014 2:18 PM  |
| 113 | If you had an on line tracking system as to the progress of applications and also the estimated and actual dispatch of licences you would relieve the system of some unnecessary calls. A bit like Amazon does with their orders. Otherwise, great friendly service, thanks.   | Apr 8, 2014 11:47 AM |
| 114 | The waiting time seemed rather excessive.  | Apr 8, 2014 11:20 AM |
| 115 | A good pleasant service. Always friendly & helpful. Sometimes a little delayed in getting answered. Otherwise all good. Keep it up.  | Apr 8, 2014 11:13 AM |
| 116 | I think the "You are 6th (or whichever) in the queue" advice while waiting for an answer is just brilliant !!! I wish all call-lines would adopt your system. The caller knows exactly where they are with the call and, as the number diminishes, hope and expectations rise ! Well Done CAA ! :-)  | Apr 8, 2014 10:11 AM |
| 117 | The new 'Enclosure' built downstairs is very cramped, and in comparison to how it was before, where one could sit in the cafe upstairs, the overall feel is rather unwelcoming. During the exam weeks there is definitely not enough space for candidates.   | Apr 8, 2014 9:07 AM  |
| 118 | Very happy with telephone response. Falling down on uploading customer info. Yours [REDACTED]  | Apr 7, 2014 7:23 PM  |
| 119 | On hold for excessive time .... Service good .... CAA reputation is damaged by wait time ... It's common knowledge you will have to Que and wait.  | Apr 7, 2014 3:19 PM  |
| 120 | I can only say thank you for the service provided during the EASA process which I think has been a massive undertaking for the CAA. A very well done to all the CAA FCL Staff who assisted me in this matter.  | Apr 7, 2014 2:55 PM  |
| 121 | Have made several attempts at a licence renewal since 24 Jan 14, one was sent on 22 Feb but went missing. Called to ask for another and emailed twice in March but nothing received. Phoned today, 7 Apr but half way through discussion got cut off. Phoned again, licence will be in post today. ? The phone system is not so much the problem but the service is. | Apr 7, 2014 10:59 AM |
| 122 | Needs a good automated direct service. spoke to somebody on reception who was rude and abrupt. who simply directed me to another automated push button service   | Apr 7, 2014 9:45 AM  |

**Q12. If you would like to share any additional comments of your experience using the telephone service, or comment on how we can improve our service, please use this space below.**

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| 123 | The representative was helpful but did not appear to completely understand the questions and needed to put me on hold on 2 or 3 occasions. One attempt to call took 20 mins before answering, and cut off as soon as I reached "No 1 in the queue" - a second call took over 20 mins before it was answered. I appreciate that it is currently a particularly busy time, but the website search is so poor, completing forms online has been far more difficult than it should have been. Campaign for plain English would not be impressed | Apr 7, 2014 7:36 AM  |
| 124 | I received good support in a well informed manor. I however had to wait almost 20 minutes to be connected.  | Apr 6, 2014 9:50 PM  |
| 125 | Waiting times were too long. I had to be tactful with regards to how I asked questions to get the information I needed. E.g. initially you had not received an application, yet when I confirmed a date it was sent in, you were then able to confirm it had been received. I am not looking forward to having to call up again to chase on the application because of the above points.  | Apr 6, 2014 8:09 PM  |
| 126 | The service you offer is just fine, in my opinion no improvement is required, thank you for your help attention to detail.  | Apr 6, 2014 4:16 PM  |
| 127 | A shorter time holding would be advantageous, also change the music. Otherwise I find the telephone service very good.  | Apr 4, 2014 8:15 PM  |
| 128 | Everything I enquired about was resolved, although not completely. It won't be completely resolved until I actually receive my licence... Regards [REDACTED]  | Apr 4, 2014 7:07 PM  |
| 129 | Better music while waiting!   | Apr 4, 2014 4:16 PM  |
| 130 | It was really good communicating over telephone as my queries were cleared with proper instructions and am glad the feedback was very good and very helpful. Thanks   | Apr 4, 2014 3:38 PM  |
| 131 | I liked the telephone message saying where I was in the telephone queue (so I could have some SA of how long it would take.)  | Apr 4, 2014 1:45 PM  |
| 132 | I joined the telephone queue as 9th in line and waited 21 minutes to talk to someone. Unacceptable.   | Apr 4, 2014 11:37 AM |
| 133 | Slow response time on phone understandable given EASA license workload. However, a slow response has been the norm for me in the past too. Phone music is very repetitive and quite depressing (minor key doesn't help!). Suggest a portfolio of brighter music would be better. Thanks [REDACTED]  | Apr 4, 2014 11:30 AM |
| 134 | A good polite and helpful service. Thank you.   | Apr 4, 2014 10:18 AM |
| 135 | It seems it takes longer than 10 working days to respond to emails due to workload, it would be a lot easier if I could have actually spoke to someone in licensing and sorted out the problem out in one attempt. Thank you  | Apr 4, 2014 10:08 AM |
| 136 | I have had to use the telephone service many times as emails simply do not get answered. I have had to return a number of Part-FCL licences, due to licensing errors and in some cases actually send in old copies to prove I have the rating! This would not be a great issue if the fees were not so high and disproportionate to the service received.   | Apr 4, 2014 9:43 AM  |

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| 137 | It was very fast for him to look up my details which is great. Shame it takes so long to issue my license!  | Apr 4, 2014 9:04 AM  |
| 138 | Staff were excellent - but access was difficult. call 1 - all staff at lunch call 2 - all staff gone home (4.40ish) 2-3 days later: call 3 - through easily - excellent staff call 4 - (further question required) - queue, and cut off when first in queue! call 5 - 10 minute wait - excellent staff. Best wishes and thanks for the service.   | Apr 3, 2014 10:23 PM |
| 139 | After speaking to [REDACTED] and [REDACTED] later I was able to complete the on line EASA application, and submit this to go with my revalidation of a lifetime PPL already with the caa. I also received a call back from [REDACTED] to say that all the information was now complete and the licence would be with me in a couple of days. This gave me great reassurance that all was OK. Great! Many thanks   | Apr 3, 2014 9:14 PM  |
| 140 | The waiting music is oversteered (too loud) and therefore distorted.  | Apr 3, 2014 4:19 PM  |
| 141 | No comment.   | Apr 3, 2014 4:08 PM  |
| 142 | Would help if you could punch in your licence number before call was handled. Operator would have your details ready. Online method of checking/submitting applications possible?   | Apr 3, 2014 4:03 PM  |
| 143 | In the past the telephone service was dreadful. I am shocked and elated by the very marked improvement. Well done   | Apr 3, 2014 3:08 PM  |
| 144 | No comment  | Apr 3, 2014 3:05 PM  |
| 145 | [REDACTED] was pleasant and very helpful.   | Apr 3, 2014 3:02 PM  |
| 146 | No Problems at all.   | Apr 3, 2014 2:43 PM  |
| 147 | I have a question and I could not get the answer via the phone and now I am already waiting for 1,5 months to get a response. I need to complete training and I am now waiting on the UK CAA.   | Apr 3, 2014 2:10 PM  |
| 148 | My query was regarding a Verification of Licence to be siento the FAA. This was sent to the CAA back in January but only processed on 12th March, which, I suspect was down to me telephoning in March to see what was happening. This length of delay isn't helpful. I am due to travel out to the USA on 22nd May and I haven't heard anything from them. I would have thought that this should have been processed from our end more quickly ? Thanks. | Apr 3, 2014 2:02 PM  |
| 149 | In the past I have had a lot of trouble with licensing and frequently end up speaking to people who do not understand the licensing system and show absolutely no interest the customer. I must say that this time I was extremely impressed with the whole process and the efficiency of the service. Thank you!   | Apr 3, 2014 2:01 PM  |
| 150 | The facility that updates you with position in queue is extremely helpful as it gives you a sense of whether it is worth waiting and makes the whole experience a lot less stressful than hearing the infuriating 'unusually busy' excuse often deployed by organisations when putting you on hold. Well done for that!   | Apr 3, 2014 1:15 PM  |

**Q12. If you would like to share any additional comments of your experience using the telephone service, or comment on how we can improve our service, please use this space below.**

- |     |  |                      |
|-----|--|----------------------|
| 151 | Perhaps more answering operatives required as I waited a long time to get through to your service.   | Apr 3, 2014 12:50 PM |
| 152 | Quite a long waiting time but very good service once the call was answered   | Apr 3, 2014 12:43 PM |
| 153 | I spoke to [REDACTED] who was exceedingly helpful and pleasant to deal with so we would like to say thank you  | Apr 3, 2014 12:11 PM |
| 154 | It was very good to be informed of my queue position regularly. A good choice of music but, had to pull the phone away once for a loud crescendo of music that was on the painful side of loud.  | Apr 3, 2014 12:05 PM |
| 155 | As much as I would rather using the email service than a telephone line (the correspondence is written and not volatile and I can keep track of dates and write at any time of the day), the service is not an option if I needed to resolve an urgent matter. So far the average waiting time from a FCL email response has been of over three weeks with peaks of two months. Understanding that a new legislation has come into place, I would invest more on the email response to ensure more rapid turnarounds.  | Apr 3, 2014 9:55 AM  |
| 156 | Calling from abroad , incurring high telephone charges, I would like to get quicker telephone answer.  | Apr 3, 2014 9:07 AM  |
| 157 | The hold music is terrible   | Apr 2, 2014 9:59 PM  |
| 158 | I rang to ask if the CAA had received my medical which I sent separately to my application and I was advised it had been received. When I asked how long it would take to process my license I was told within 2 weeks despite the WEB advising it normally takes 10 days.   | Apr 2, 2014 8:39 PM  |
| 159 | This time everything went smoothly but there have been other occasions when I have been left on the end of a line for a considerable time and have even been cut off. I have been contacting the CAA by telephone for over 40 years and in all of that time I have generally found the service offered to be high quality. By and large I have little to grumble about   | Apr 2, 2014 7:03 PM  |
| 160 | It was all completely satisfactory and I found the operator to be quiet helpful. I would however welcome the day when an online portal for Flight Crew Licensing is available in order to check the status of all Crew Qualifications and Medical Validity. As I am often working overseas and conduct my Proficiency Check's and Medical Renewal's outside of the EU there are situations where speaking with the CAA is unavoidable. Therefore this service really needs to be good in order that I receive the information I need and so far it has been excellent. | Apr 2, 2014 2:06 PM  |
| 161 | i like the queue countdown if rather crackly in operation  | Apr 2, 2014 12:42 PM |
| 162 | The initial messages relating to EASA licensing and the website in 2013 were extremely long winded and frustrating but now they have been removed the service is much better. I have always found your staff very helpful and knowledgeable even during busy periods.  | Apr 2, 2014 12:13 PM |
| 163 | Remove the music leaving only the queue update - thx   | Apr 2, 2014 11:51 AM |
| 164 | I have applied for my par FCL CPL issued by the UK. I had a french PPL and it was written nowhere that I had to surrender this french PPL before having my CPL issue because I cannot hold two Part FCL licences. It would have  | Apr 2, 2014 11:12 AM |

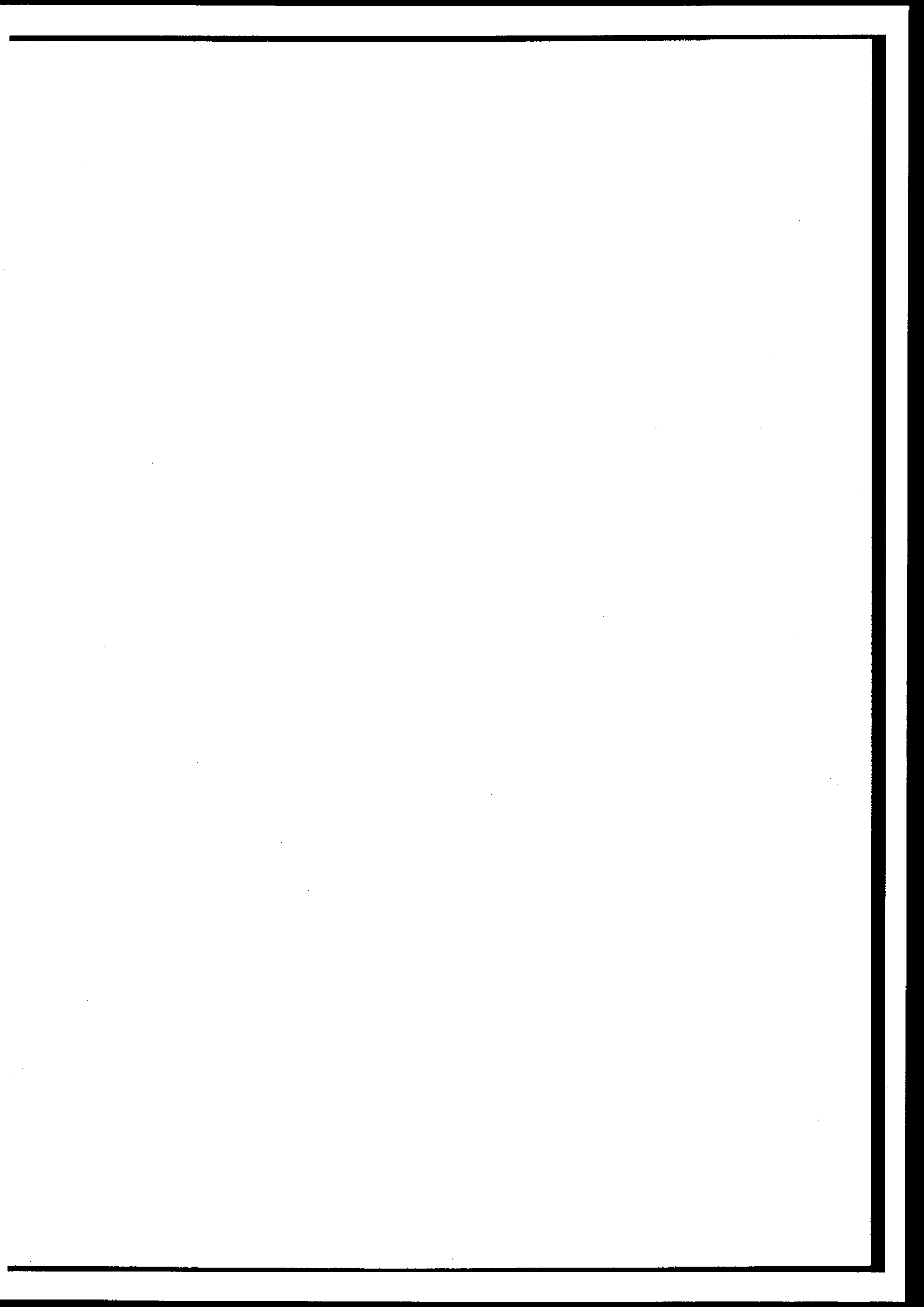
Q12. If you would like to share any additional comments of your experience using the telephone service, or comment on how we can improve our service, please use this space below.

been useful to have it written on the application form in order to gain some time as the process is already quite long

165

My query involved a language proficiency issue from my recent licence verification ( 11 Mar 14 ) that was not being resolved via email. The telephone conversation today ( 02 Apr @ 1020 ) sorted the matter immediately. It would appear that another CAA department / person did not have access to / didn't correctly access the record of my English proficiency level 6. The customer service representative that I spoke with today ( [REDACTED] ) advised me that he would email the information to the relevant person at CAA ( [REDACTED] ) so that my English proficiency level could be correctly reflected on my licence verification. I received a quick and efficient service from [REDACTED] today but am disappointed that the CAA system hadn't been able to correctly show my level 6 on the recent verification. [REDACTED] informed me that the level 6 was confirmed on 05 Aug 2013 and so should have been "visible" to [REDACTED]. This delay has caused me considerable inconvenience and a delay in operating.

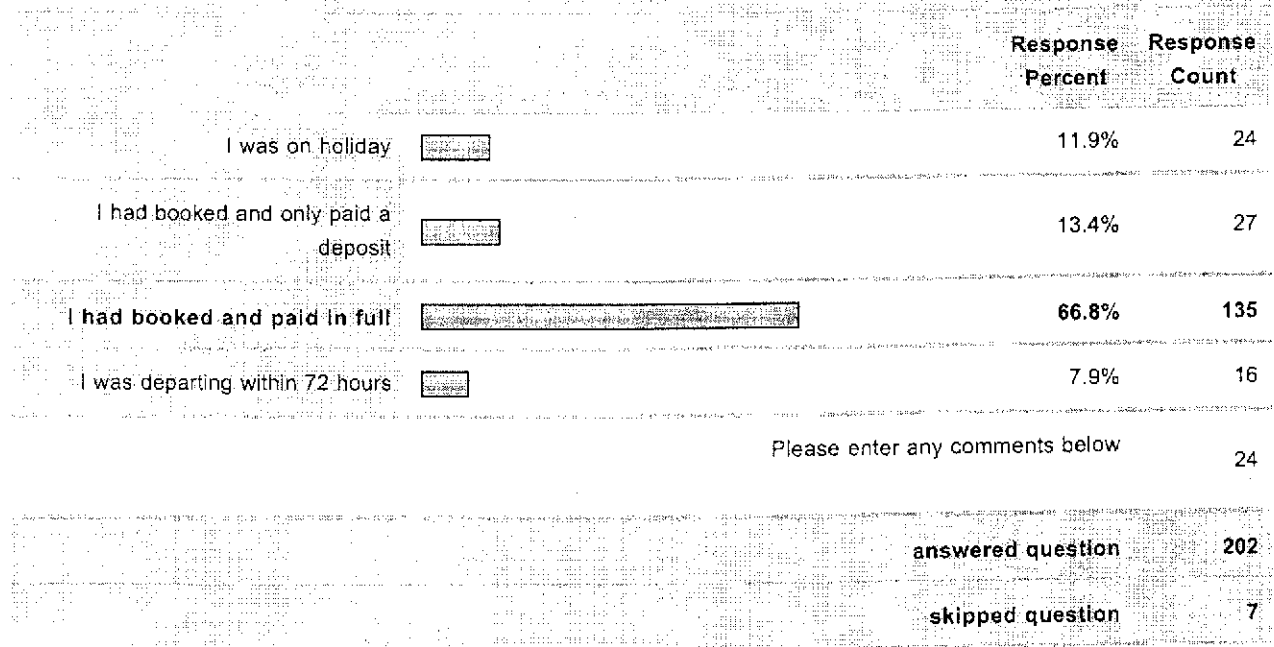
Apr 2, 2014 10:38 AM



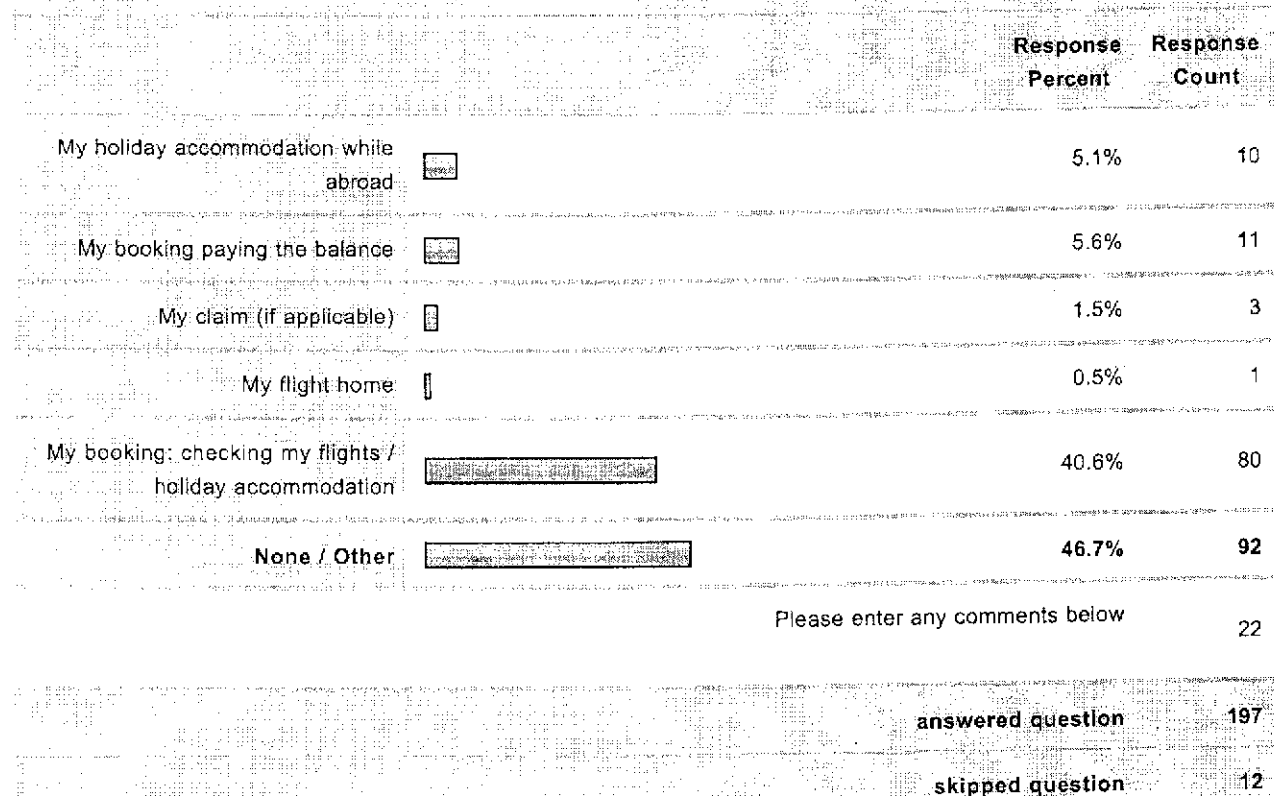
# Customer Satisfaction Survey: Ola Holidays



## 1. At what stage were you when Ola Holidays ceased trading?







## 2. What help, if any, did you need?










### 3. If you needed help, how did you get this?

		Response Percent	Response Count
I was contacted by ATOL / CAA		21.9%	34
I contacted ATOL / CAA		6.5%	10
I was contacted by Qwerty Travel		46.5%	72
I contacted Qwerty Travel		25.2%	39
Please enter any comments below			32

answered question 155

skipped question 54

### 4. I was able to get information and / or make contact in a timely way

		Response Percent	Response Count
Strongly agree		32.2%	56
Agree		51.1%	89
Neither agree nor disagree		10.9%	19
Disagree		4.6%	8
Strongly disagree		1.1%	2

answered question 174

skipped question 35

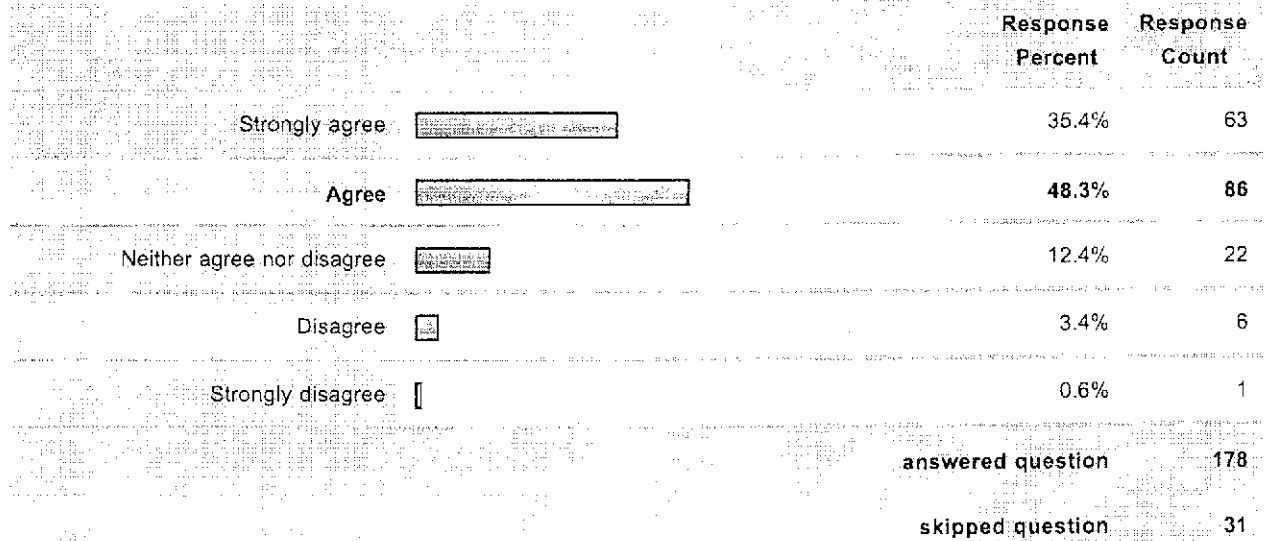
## 5. All communications were polite and courteous

		Response Percent	Response Count
Strongly agree		41.9%	75
Agree		44.7%	80
Neither agree nor disagree		9.5%	17
Disagree		3.9%	7
Strongly disagree		0.0%	0
answered question			179
skipped question			30

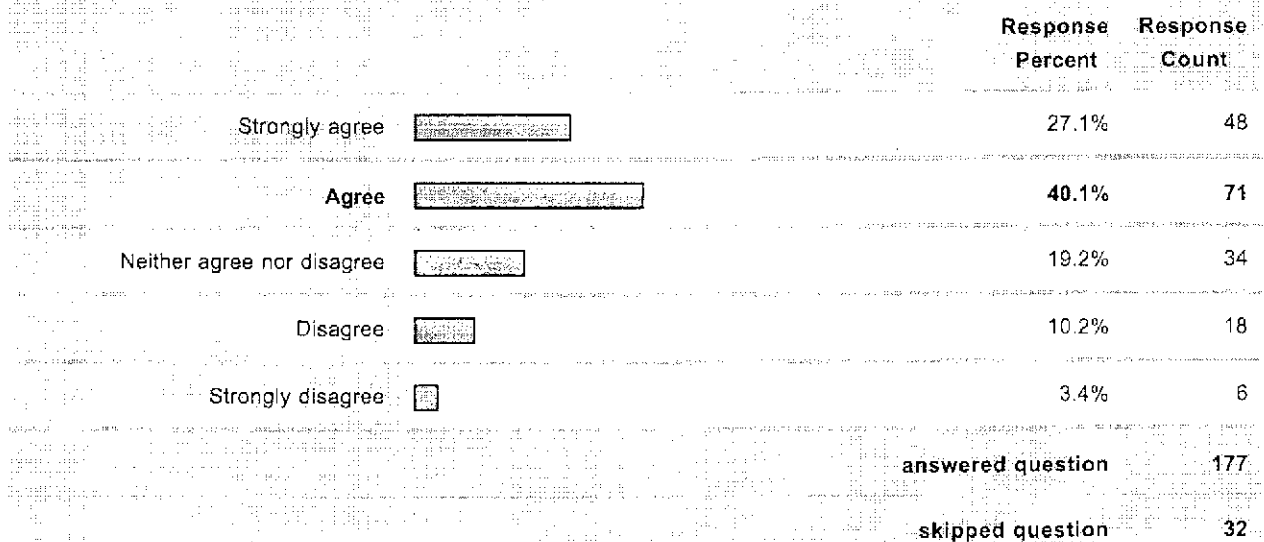
## 6. The person I spoke with understood what help I needed

		Response Percent	Response Count
Strongly agree		32.2%	55
Agree		42.1%	72
Neither agree nor disagree		20.5%	35
Disagree		4.7%	8
Strongly disagree		0.6%	1
answered question			171
skipped question			38

## 7. The information I received was clear and understandable



## 8. I was kept informed about my arrangements and progress



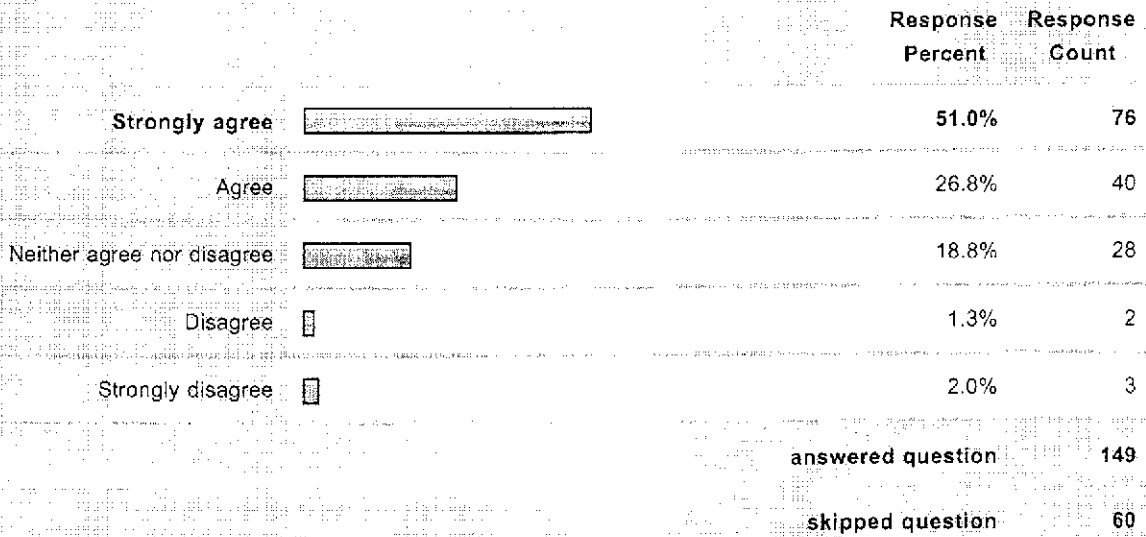
### 9. My situation was resolved in a timely way

		Response Percent	Response Count
Strongly agree		35.6%	63
Agree		42.4%	75
Neither agree nor disagree		15.3%	27
Disagree		5.1%	9
Strongly disagree		1.7%	3
answered question			177
skipped question			32

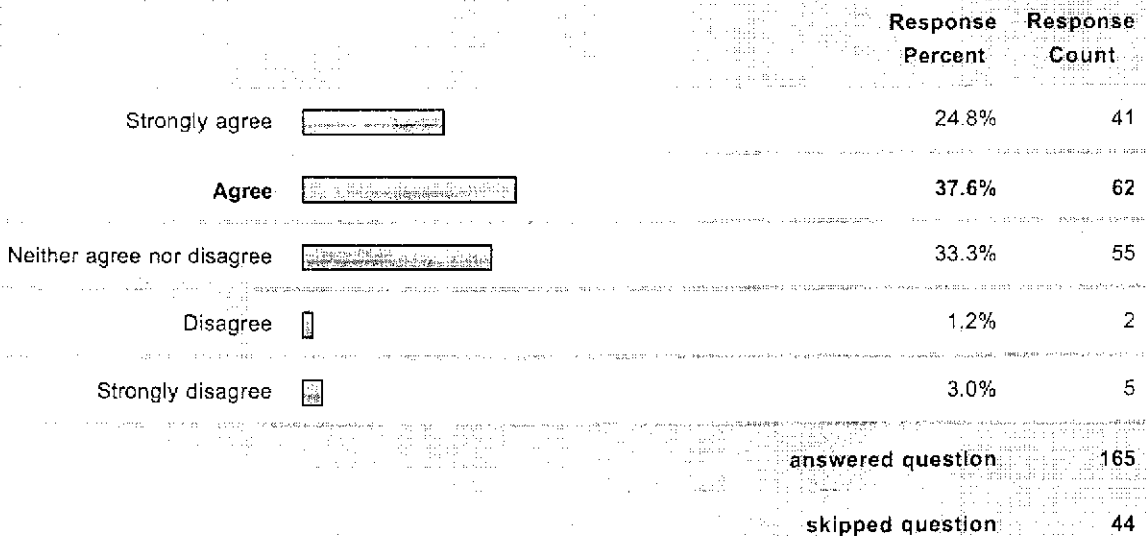
### 10. I was able to continue with my holiday arrangements without any difficulties

		Response Percent	Response Count
Strongly agree		50.9%	87
Agree		32.7%	56
Neither agree nor disagree		8.2%	14
Disagree		4.1%	7
Strongly disagree		4.1%	7
answered question			171
skipped question			38






### 11. I was able to travel back to the UK after my holiday without any difficulties








### 12. The information on my ATOL Certificate helped me work out who to contact



### 13. I understand the importance of the ATOL Certificate I received

		Response Percent	Response Count
Strongly agree		50.6%	90
Agree		36.5%	65
Neither agree nor disagree		9.0%	16
Disagree		1.1%	2
Strongly disagree		2.8%	5
answered question			178
skipped question			31

### 14. Overall, how satisfied were you with the way your holiday protection arrangements were handled?

		Response Percent	Response Count
Very satisfied		70.4%	126
Fairly satisfied		19.0%	34
Neither satisfied nor dissatisfied		5.6%	10
Fairly dissatisfied		2.8%	5
Very dissatisfied		2.2%	4
answered question			179
skipped question			30

15. Do you have any further comments on how your holiday protection arrangements were handled and your overall experience?

Response  
Count

72

answered question 72

skipped question 137

16. If you are happy to be contacted further about this questionnaire please provide:

Response  
Percent      Response  
Count

Your Name

[Redacted Name Field]

98.9%      86

Your Email address or daytime  
telephone number

[Redacted Contact Information Field]

100.0%      87

answered question 87

skipped question 122





Page 2, Q1. At what stage were you when Ola Holidays ceased trading?

1	I was not aware OLA had ceased trading until March 2014	May 27, 2014 12:44 PM
2	i booked in October and had no concerns as i had used this company before	Apr 21, 2014 12:42 PM
3	Paid for flights from easy jet and a deposit for the holiday	Feb 8, 2014 1:16 PM
4	This was our honeymoon and we were assured we would be given the VIP experience	Feb 4, 2014 11:40 AM
5	Ola took my booking knowing that they were going into administration a few days later.	Jan 28, 2014 3:47 PM
6	I had only just paid the balance.	Jan 27, 2014 6:00 PM
7	Departed on the day it ceased trading.	Jan 19, 2014 7:06 PM
8	booked & paid in full 2 days before they ceased trading	Jan 12, 2014 11:44 AM
9	i did not know anything was wrong	Jan 11, 2014 11:00 AM
10	We were travelling on 26th November	Jan 10, 2014 4:36 PM
11	ACTUALLY WE HAD RETURNED WHEN I RECIEVED AN EMAIL SAYING OLA HOLIDAYS HAD CEASED TRADING	Jan 10, 2014 9:18 AM
12	very worried at such a late stage	Jan 10, 2014 12:18 AM
13	We were on our way home	Jan 9, 2014 11:40 PM
14	i was at home and had my holiday so do not to need any more news about this	Jan 9, 2014 6:00 PM
15	Hotel was quite ruthless about getting the bill paid and threatened to throw us out of the hotel if we didnt pay.	Jan 9, 2014 5:57 PM
16	We had two weeks before departure.	Jan 9, 2014 2:50 PM
17	I was informed very quickly of the situation.	Jan 7, 2014 3:38 PM
18	am still waiting to hear from querty travel to see if my holiday is still going ahead.	Jan 7, 2014 12:32 PM
19	QWERTY HOLIDAY WERE NOT HELPFUL IN ANY WAY THEY SAID THAT ONLY PEOPLE TRAVELLING UP TO 15 DEC WILL GET NEW PAPERWORK. WE WENT ON 16 AT 6.40AM THEY WOULDNT HELP	Jan 6, 2014 8:26 PM
20	Everything ok just had to have new transfer voucher.	Jan 6, 2014 8:21 PM
21	we went and was all ok	Jan 6, 2014 3:41 PM
22	Ola holidays must have known they were ceasing trading but still took my booking which I was annoyed about	Jan 6, 2014 2:14 PM
23	not happy as we did not confirmation letter before going away	Jan 6, 2014 1:04 PM
24	flight was paid in full. apartment was a deposit	Jan 4, 2014 9:08 PM



Page 2, Q2. What help, if any, did you need?

- 1 Plus the name of one of the passengers was incorrect, so we had to speak with flights operator Monarch to change the name Ola holidays had given them. Mar 23, 2014 4:38 PM
- 2 Although extras that I'd been told were pre-paid were not such as extra leg room. I also asked for mobile assistance as I have mobility problems and cannot walk far without causing lasting pain. there was no record of this anywhere so my husband had to run ahead to ensure the gate didnt close without me. humiliating and hugely upsetting for me. Feb 4, 2014 11:40 AM
- 3 however information and being kept informed was vital Feb 1, 2014 12:03 PM
- 4 Although I had paid the accommodation deposit and flights in full, there was an enormous problem proving this and I could only find the receipt for the accommodation. Despite having a letter from Ola confirming that I had in fact paid for both, it was a worrying time until the CAA checked with my flight provider for me and confirmed that I was telling the truth. Jan 28, 2014 3:47 PM
- 5 did not know anything was wrong Jan 11, 2014 11:00 AM
- 6 Received both email and telephone call from Querty Holidays explaining transfer and giving contact details and assurance that all should proceed as planned. Very helpful. Jan 10, 2014 1:27 AM
- 7 it was very difficult connecting for the transfer at Alicante airport to our apartments, we were sent from parcel to post, no one was available to help us get our connecting transfer on the shuttle bus at first but after quite some time we managed to find this ourselves Jan 10, 2014 12:18 AM
- 8 We didn't know anything about it until I received an email after we got home. Jan 9, 2014 7:27 PM
- 9 Still not re embursed Jan 9, 2014 5:57 PM
- 10 This was so I knew what to do. And luckily I was able to get cash out from a cash-point machine to pay for the accommodation Jan 9, 2014 5:27 PM
- 11 The accommodation was changed to the top of a hill and we are both 74 and have difficulty walking Jan 9, 2014 2:50 PM
- 12 Everything was taken care of the next day which was done without any fuss, it was unbelievable how quickly it was done. Jan 7, 2014 3:38 PM
- 13 see above Jan 7, 2014 12:32 PM
- 14 Thankfully my accommodation and flights were paid for Jan 6, 2014 8:34 PM
- 15 NO REP TO MEET US AT AIRPORT NO SHUTTLE BUS BOOKED FOR US. A LITTLE TROUBLE AT RESORT WE ARE DISABLED AND ASKED FOR LOWER ROOM WE STRUGGLED ALL WEEK Jan 6, 2014 8:26 PM
- 16 Very helpful with verification of our holiday going ahead Jan 6, 2014 7:01 PM
- 17 within 24 hrs of receiving notice of ola stopping trading I received an email telling me qwerty had taken over Jan 6, 2014 4:51 PM
- 18 Just to confirm transfers Jan 6, 2014 3:42 PM
- 19 a number for Querty travel was provided Jan 6, 2014 2:26 PM

Page 2, Q2. What help, if any, did you need?

20	Everything needed sorting really, dealt with efficiently and everything went fine.	Jan 6, 2014 12:59 PM
21	Needed confirmation all was still OK	Jan 6, 2014 12:54 PM
22	phoned regarding flights/accommodation was assured everything was in order	Jan 4, 2014 9:08 PM



Page 2, Q3. If you needed help, how did you get this?

1	QWERTY initially contacted me in May 14 saying that I owed a balance on my holiday when I had paid in full to Ola. I was rather shocked that this was the first contact that I had from them and it became my first knowledge of Ola going bankrupt. QWERTY have been able to sort things out though.	May 28, 2014 6:46 PM
2	I contacted ABTA when I found out about Ola they were very helpful and provided me with Qwerty Travel details	Apr 21, 2014 12:42 PM
3	I was also contacted by qwerty travel	Feb 6, 2014 11:42 AM
4	N/A	Feb 3, 2014 7:22 PM
5	Qwerty organized the above	Jan 28, 2014 3:47 PM
6	email explained all I needed to know but didn't reissue booking details email said they would so had to contact qwerty for explanation, otherwise all ok	Jan 12, 2014 11:44 AM
7	NA	Jan 12, 2014 10:44 AM
8	n/a	Jan 11, 2014 11:00 AM
9	No help needed	Jan 10, 2014 4:37 PM
10	See above	Jan 10, 2014 1:27 AM
11	NA	Jan 9, 2014 11:40 PM
12	Very helpfull	Jan 9, 2014 5:57 PM
13	Was pretty much left to find for myself having to pay for my accommodation again	Jan 9, 2014 5:23 PM
14	I did not need any help	Jan 9, 2014 5:11 PM
15	And then I was contacted by Qwerty Travel	Jan 8, 2014 8:02 PM
16	CAA contacted me and then I was contacted by qwerty travel	Jan 7, 2014 3:38 PM
17	Qwerty travel staff were polite and reassuring on the phone but did not send out vouchers etc in their name	Jan 7, 2014 9:40 AM
18	and CAA	Jan 6, 2014 9:43 PM
19	they told me not to worry	Jan 6, 2014 8:38 PM
20	LUCKILY THERE WAS A COSMOS REP [REDACTED] THERE WITHOUT HIM THE HOLIDAY COULD HAVE BEEN RUINED I WOULD NOT RECOMMEND QWERTY TO ANYONE	Jan 6, 2014 8:26 PM
21	Also contact ed by qwerty travel	Jan 6, 2014 4:17 PM
22	I checked with Qwerty and was told hol was ok	Jan 6, 2014 2:47 PM
23	I rang qwerty and they confirmed everything was ok	Jan 6, 2014 2:26 PM
24	All was sorted promptly	Jan 6, 2014 1:58 PM
25	They were very vague on the phone but everything went without a hitch	Jan 6, 2014 1:53 PM

Page 2, Q3. If you needed help, how did you get this?

26	Five days prior to departure accom only confirmed 5pm day before	Jan 6, 2014 1:14 PM
27	Also qwerty travel emailed me aswell	Jan 6, 2014 1:01 PM
28	I had numerous issues that I had to contact QWERTY for. My initial call to them, they were helpful. However, thereafter they were rude, referred us to contact our flight company direct (unwilling to do themselves), and at one point the telephone operative was eating whilst on the phone dealing with my enquiry!	Jan 6, 2014 1:00 PM
29	I rang Qwerty Travel regarding the ATOL certificate because I hadn't received it. It was emailed immediately.	Jan 6, 2014 1:00 PM
30	I was contacted by both Qwerty and the CAA	Jan 6, 2014 12:59 PM
31	Very helpful and reassuring	Jan 6, 2014 12:56 PM
32	I did not hear in the expected time, so rang Qwerty. All was good once I did that, Qwerty's response was excellent, just a pity I had to ask first.	Jan 6, 2014 12:54 PM





**Page 4, Q15. Do you have any further comments on how your holiday protection arrangements were handled and your overall experience?**

1	I feel I should have been notified by email about OLA	May 27, 2014 12:47 PM
2	Was contacted by ATOL via e-mail and Kept up to date. Did not need to contact anyone as they seemed to have everything covered.	Feb 8, 2014 1:18 PM
3	i have wanted to complain about our holiday for so long but as it still upsets me so much my husband thought it best for my health that we just put it down to bad experience and save for a few days away in spring instead. we were treated like 2nd rate customers and spent so much money on our "half board" honeymoon until 2 days before home we were told that yes if we downgraded our room and paid an extra \$300 pp we could have the holiday we'd thought we were going to.	Feb 4, 2014 11:48 AM
4	Any stress encountered following the collapse was alleviated following correspondence from the CAA and Qwerty Travel	Feb 3, 2014 7:25 PM
5	The staff at Qwerty travel were extremely helpful. I did receive information from CAA which also helped but no actual personal contact	Feb 1, 2014 12:05 PM
6	I am annoyed that despite having an invoice from Ola stating my outstanding balance, that I also had to prove all payments that I had made.	Jan 28, 2014 3:49 PM
7	Everything was mainly smooth, but there was a short gap waiting for further info over the Christmas/New Year period.	Jan 27, 2014 6:03 PM
8	We had an email to say that Qwerty travel had taken over but we heard nothing from them until I contacted them. All they said then was that all details remain the same and we can still use them. A little worried for a while.	Jan 24, 2014 5:18 PM
9	every thing went like clockwork	Jan 22, 2014 3:34 PM
10	Was a bit worried originally when we heard about the demise of Ola holidays but everything went smoothly and Qwerty travel answered our questions by return email, all went smoothly and we had a good holiday.	Jan 18, 2014 12:17 PM
11	Qwerty travel sent email asking for us not to contact as everything in order. It transpired that, purely by chance, we discovered our flights had been cancelled by Jet 2 and they did not inform me. The money was subsequently refunded (without my knowledge or consent) to Ola travel who soon after went into administration.	Jan 17, 2014 1:56 PM
12	When I arrived at the hotel they only had a note of my booking being cancelled and no record of it being reinstated with Qwerty Travel. This delayed checkin at the hotel by 1 hour as I had to call the UK for them to contact the Hotel and send over confirmation of my bookings. Other than the above I was happy with the way things were handled.	Jan 16, 2014 4:13 PM
13	Was excellent thanks	Jan 15, 2014 6:29 PM
14	There were no arrangements made for my wife's eating disorder	Jan 15, 2014 2:10 PM
15	Very disappointed that Ola have gone under. They were a wonderful company to deal with. I never had one complaint.	Jan 14, 2014 12:57 AM
16	A smooth transition, apart from emails and a new certificate we would never have noticed any difference. Our holiday remained the same. Excellent service thanks.	Jan 13, 2014 7:10 PM

**Page 4, Q15. Do you have any further comments on how your holiday protection arrangements were handled and your overall experience?**

17	wee where very well looked after thanks	Jan 13, 2014 3:05 PM
18	Thanks to Qwerty travel for making my holiday happen.	Jan 13, 2014 10:19 AM
19	Although I have answered the questions, we were unaware of the liquidation of Ola until several days after arriving home. We therefore did not have any problems with our holiday.	Jan 12, 2014 10:48 AM
20	A month before departure we had to contact Qwerty for details of holiday. Felt they should have contacted us.	Jan 11, 2014 4:28 PM
21	did not know anything was wrong until i received an e-mail advising me when got home	Jan 11, 2014 11:02 AM
22	I have put neither agree or disagree on most things as I did not need to contact anyone. My holiday went ahead as normal and everything was taken care of without my involvement.	Jan 10, 2014 6:21 PM
23	We were disappointed with the holiday we received and dont know whether it was due to this problem or it was a bad holiday we booked in the first place with Ola	Jan 10, 2014 4:40 PM
24	QUESTIONS 4-14 DID NOT APPLY TO ME	Jan 10, 2014 9:19 AM
25	Trouble free	Jan 10, 2014 1:29 AM
26	I never received ATOL certificate as promised, once qwerty travel took over,	Jan 10, 2014 12:21 AM
27	We went on holiday the day before this happened, enjoyed our holiday and returned home without any problems.	Jan 9, 2014 7:31 PM
28	Im still waiting for the money back that I paid the hotel even though you have had all relivent paperwork.	Jan 9, 2014 6:00 PM
29	The reason I put neither on all is I was unaware of the situation until I returned from my holiday & I was not affected	Jan 9, 2014 5:55 PM
30	I have not yet been refunded money I had to spend on the accommodation, so can't give a definitive answer to this. If I am refunded I can give a total thumbs up!	Jan 9, 2014 5:30 PM
31	Still awaiting claim money back.	Jan 9, 2014 5:25 PM
32	I did not know of ola collapse until I returned. While I was away I did not have any problems whatsoever even when returning.	Jan 9, 2014 5:14 PM
33	every thing was very satisfactory arranged very pleased with results	Jan 7, 2014 6:56 PM
34	We did not recive a new ATOL certificate as promised, luckily we did not require this	Jan 7, 2014 6:22 PM
35	I had a very stressful week with Qwerty travel advising me the holiday would go ahead and had been paid for but when contacting the hotel and resort hoppy nothing had been booked. Nothing was resolved until the day before we flew	Jan 7, 2014 4:17 PM
36	Brilliant I could not fault it.	Jan 7, 2014 3:43 PM

**Page 4, Q15. Do you have any further comments on how your holiday protection arrangements were handled and your overall experience?**

- |    |   |                      |
|----|---|----------------------|
| 37 | am still waiting to hear the outcome of my booking arrangements   | Jan 7, 2014 12:35 PM |
| 38 | everything went smoothly .  | Jan 7, 2014 9:53 AM  |
| 39 | I was very worried when my holiday was cancelled. When I travelled everything went smoothly but I was travelling on oia documents. I was uneasy because I wanted qwerty to send new docs. I was reassured by phone I didn't need them which turned out to be the case   | Jan 7, 2014 9:46 AM  |
| 40 | Atol contacted me then qwerty travel I was really satisfied as I didnt need to make any calls and I left the company to check the arrangements were in order.   | Jan 6, 2014 10:21 PM |
| 41 | Very happy overall as my holiday went ahead as planned  | Jan 6, 2014 8:39 PM  |
| 42 | WE DID RECEIVE A ATOL CERTIFICATE FROM QWERTY TRAEI   | Jan 6, 2014 8:36 PM  |
| 43 | To be honest everything ran smoother than normal,   | Jan 6, 2014 8:00 PM  |
| 44 | The only problem I had was my return transfer had been cancelled so I was left to find my own way to the airport which resulted in me paying €50 euros for a taxi. I was not informed this was the case and found out 24hrs before I was due to return.   | Jan 6, 2014 7:29 PM  |
| 45 | The holiday I had booked was not available as overbooking had taken place. We're put in awful, unsuitable accommodation and stayed there under protest. I developed food poisoning from the hotel (we were AI) and the day we returned was tested by my GP. I was Salmonella positive.                                  | Jan 6, 2014 7:25 PM  |
| 46 | We where not aware that the company had stopped trading we had no problems at all while on holiday we found when we where looking at the holiday the safe where very helpful  | Jan 6, 2014 6:47 PM  |
| 47 | I haven't received an ATOL certificate and I'm due to fly on three weeks  | Jan 6, 2014 6:34 PM  |
| 48 | I cannot comment on how my holiday has been or my flight back cos I haven't gone yet, but so far so good  | Jan 6, 2014 6:20 PM  |
| 49 | Will definitely consider using qwerty again   | Jan 6, 2014 5:29 PM  |
| 50 | I had to e mail Querty travel once and ringl twice to have some queries clarified, response was speedy, friendly and helpful each time. I would definitely choose Querty to book a holiday with in the future. Overall, what could have been a nightmare turned out to be an easy transfer to a very competent company. | Jan 6, 2014 4:30 PM  |
| 51 | I was due to travel within 5 days of Ola Holidays raking over our arrangements. My only concern with this was that I never received a new ATOL certificate. This made no difference to my holiday but being informed that I would receive one I expected to get it.   | Jan 6, 2014 4:28 PM  |
| 52 | We are due to go on holiday 25/jan/14 so we are not sure how things will work out ...   | Jan 6, 2014 4:24 PM  |
| 53 | I received all the information I needed and my holiday proceeded as planned with no hitches at all.I was very pleased with the service I received ,Thank you so much.   | Jan 6, 2014 4:20 PM  |

Page 4, Q15. Do you have any further comments on how your holiday protection arrangements were handled and your overall experience?

54	Qwerty travel were excellent and dealt with everything brilliantly	Jan 6, 2014 3:40 PM
55	I have not yet travelled...due to travel on 25th January	Jan 6, 2014 3:33 PM
56	Most of your questions are not applicable since I heard by e mail what had happened & the alternative arrangements were clear albeit that I haven't yet had the holiday. I have had no need to contact anyone or make further enquiries. It all seems very efficient.	Jan 6, 2014 3:11 PM
57	If I hadn't received the e-mail, I wouldn't have known!!	Jan 6, 2014 2:56 PM
58	Excellent and thank you and quality travel for the reassurance	Jan 6, 2014 2:17 PM
59	I had sent an email to Ola because I had heard they had stopped trading, this was replied to by Qwerty travel otherwise I would have been in the dark!	Jan 6, 2014 2:17 PM
60	I wish to thank qwerty travel for taking over my booking	Jan 6, 2014 2:12 PM
61	Our holiday is booked for 11-18 January 2014. We anticipate our booking is in order and we will not suffer any problems when we get to our destination.	Jan 6, 2014 1:54 PM
62	Very happy with the arrangements and so glad to have been able to continue my holiday as usual. My only complaint would be that the initial email advised me if I was departing in the best 3 weeks (which I was) I would be contacted, but this did not happen and I had to chase myself 2 weeks later. Apart from this I have been very happy.	Jan 6, 2014 1:48 PM
63	Had I not been informed of the collapse of OLA I would not have been aware as my holiday plans were unaffected in any way. The notification just a few days before our departure caused more concern than necessary due to the lack of immediate follow up by either the CAA or Qwerty. Please be assured that otherwise the handling of the predicament was clearly seamless and to us invisible.	Jan 6, 2014 1:41 PM
64	Emailed Qwerty travel to thank them on our return	Jan 6, 2014 1:38 PM
65	Worked out ok but a very stressful experience	Jan 6, 2014 1:21 PM
66	I was very pleased with the way Qwerty travel took everything in hand. I had no worries at all over the fact Ola holidays went out of business	Jan 6, 2014 1:20 PM
67	no	Jan 6, 2014 1:20 PM
68	Everything was handled Efficiently and was all trouble free for me. extremely satisfied.	Jan 6, 2014 1:04 PM
69	I felt as though QWERTY would have treated me better if I were there customer, rather than Ola's.	Jan 6, 2014 1:01 PM
70	Handled excellently and Qwerty proved to be effective.	Jan 6, 2014 1:00 PM
71	very pleased and had peace of mind when I contacted	Jan 4, 2014 9:12 PM
72	I had to email QWERTY 30 December to check if new arrangements were in place. They contacted me, by return, with all the relevant information.	Jan 2, 2014 8:10 PM



Page 4, Q16. If you are happy to be contacted further about this questionnaire please provide:

	Your Name	
1	[REDACTED]	May 27, 2014 12:47 PM
2	[REDACTED]	Mar 13, 2014 8:55 PM
3	[REDACTED]	Feb 23, 2014 2:57 PM
4	[REDACTED]	Feb 19, 2014 11:25 AM
5	[REDACTED]	Feb 6, 2014 11:43 AM
6	[REDACTED]	Feb 4, 2014 11:48 AM
7	[REDACTED]	Feb 3, 2014 7:25 PM
8	[REDACTED]	Feb 1, 2014 12:05 PM
9	[REDACTED]	Jan 28, 2014 3:49 PM
10	[REDACTED]	Jan 24, 2014 2:23 PM
11	[REDACTED]	Jan 22, 2014 3:34 PM
12	[REDACTED]	Jan 18, 2014 10:47 AM
13	[REDACTED]	Jan 17, 2014 1:56 PM
14	[REDACTED]	Jan 16, 2014 4:13 PM
15	[REDACTED]	Jan 15, 2014 6:29 PM
16	[REDACTED]	Jan 15, 2014 2:10 PM
17	[REDACTED]	Jan 14, 2014 8:51 PM
18	[REDACTED]	Jan 14, 2014 12:57 AM
19	[REDACTED]	Jan 13, 2014 3:05 PM
20	[REDACTED]	Jan 12, 2014 8:03 PM
21	[REDACTED]	Jan 12, 2014 10:48 AM
22	[REDACTED]	Jan 11, 2014 11:02 AM
23	[REDACTED]	Jan 10, 2014 4:40 PM
24	[REDACTED]	Jan 10, 2014 12:21 AM
25	[REDACTED]	Jan 9, 2014 9:45 PM
26	[REDACTED]	Jan 9, 2014 6:54 PM
27	[REDACTED]	Jan 9, 2014 6:00 PM
28	[REDACTED]	Jan 9, 2014 5:55 PM
29	[REDACTED]	Jan 9, 2014 5:30 PM

Page 4, Q16. If you are happy to be contacted further about this questionnaire please provide:

30	[REDACTED]	Jan 9, 2014 5:26 PM
31	[REDACTED]	Jan 8, 2014 8:04 PM
32	[REDACTED]	Jan 7, 2014 10:03 PM
33	[REDACTED]	Jan 7, 2014 4:17 PM
34	[REDACTED]	Jan 7, 2014 3:43 PM
35	[REDACTED]	Jan 7, 2014 3:27 PM
37	[REDACTED]	Jan 7, 2014 12:35 PM
38	[REDACTED]	Jan 7, 2014 1:53 AM
39	[REDACTED]	Jan 7, 2014 1:14 AM
40	[REDACTED]	Jan 7, 2014 12:33 AM
41	[REDACTED]	Jan 7, 2014 12:27 AM
42	[REDACTED]	Jan 7, 2014 12:27 AM
43	[REDACTED]	Jan 6, 2014 10:21 PM
44	[REDACTED]	Jan 6, 2014 10:02 PM
45	[REDACTED]	Jan 6, 2014 9:48 PM
46	[REDACTED]	Jan 6, 2014 9:10 PM
47	[REDACTED]	Jan 6, 2014 8:36 PM
48	[REDACTED]	Jan 6, 2014 8:36 PM
49	[REDACTED]	Jan 6, 2014 8:17 PM
50	[REDACTED]	Jan 6, 2014 8:00 PM
51	[REDACTED]	Jan 6, 2014 7:29 PM
52	[REDACTED]	Jan 6, 2014 7:25 PM
53	[REDACTED]	Jan 6, 2014 6:34 PM
54	[REDACTED]	Jan 6, 2014 5:29 PM
55	[REDACTED]	Jan 6, 2014 4:54 PM
56	[REDACTED]	Jan 6, 2014 4:53 PM
57	[REDACTED]	Jan 6, 2014 4:30 PM
58	[REDACTED]	Jan 6, 2014 4:28 PM
59	[REDACTED]	Jan 6, 2014 4:25 PM
60	[REDACTED]	Jan 6, 2014 4:24 PM

Page 4, Q16: If you are happy to be contacted further about this questionnaire please provide:

61	[REDACTED]	Jan 6, 2014 4:20 PM
62	[REDACTED]	Jan 6, 2014 3:40 PM
63	[REDACTED]	Jan 6, 2014 3:33 PM
64	[REDACTED]	Jan 6, 2014 3:11 PM
65	[REDACTED]	Jan 6, 2014 2:56 PM
66	[REDACTED]	Jan 6, 2014 2:41 PM
67	[REDACTED]	Jan 6, 2014 2:30 PM
68	[REDACTED]	Jan 6, 2014 2:27 PM
69	[REDACTED]	Jan 6, 2014 2:17 PM
70	[REDACTED]	Jan 6, 2014 2:17 PM
71	[REDACTED]	Jan 6, 2014 2:15 PM
72	[REDACTED]	Jan 6, 2014 2:12 PM
73	[REDACTED]	Jan 6, 2014 2:08 PM
74	[REDACTED]	Jan 6, 2014 1:55 PM
75	[REDACTED]	Jan 6, 2014 1:54 PM
76	[REDACTED]	Jan 6, 2014 1:48 PM
77	[REDACTED]	Jan 6, 2014 1:41 PM
78	[REDACTED]	Jan 6, 2014 1:38 PM
79	[REDACTED]	Jan 6, 2014 1:36 PM
80	[REDACTED]	Jan 6, 2014 1:21 PM
81	[REDACTED]	Jan 6, 2014 1:13 PM
82	[REDACTED]	Jan 6, 2014 1:04 PM
83	[REDACTED]	Jan 6, 2014 1:01 PM
84	[REDACTED]	Jan 6, 2014 1:00 PM
85	[REDACTED]	Jan 6, 2014 12:58 PM
86	[REDACTED]	Jan 6, 2014 12:56 PM
87	[REDACTED]	Jan 2, 2014 8:10 PM

Your Email address or daytime telephone number

1	[REDACTED]	May 27, 2014 12:47 PM
2	[REDACTED]	Mar 13, 2014 8:55 PM



Page 4, Q16. If you are happy to be contacted further about this questionnaire please provide:

3	[REDACTED]	Feb 23, 2014 2:57 PM
4	[REDACTED]	Feb 19, 2014 11:25 AM
5	[REDACTED]	Feb 6, 2014 11:43 AM
6	[REDACTED]	Feb 4, 2014 11:48 AM
7	[REDACTED]	Feb 3, 2014 7:25 PM
8	[REDACTED]	Feb 1, 2014 12:05 PM
9	[REDACTED]	Jan 28, 2014 3:49 PM
10	[REDACTED]	Jan 24, 2014 2:23 PM
11	[REDACTED]	Jan 22, 2014 3:34 PM
12	[REDACTED]	Jan 18, 2014 10:47 AM
13	[REDACTED]	Jan 17, 2014 1:56 PM
14	[REDACTED]	Jan 16, 2014 4:13 PM
15	[REDACTED]	Jan 15, 2014 6:29 PM
16	[REDACTED]	Jan 15, 2014 2:10 PM
17	[REDACTED]	Jan 14, 2014 8:51 PM
18	[REDACTED]	Jan 14, 2014 12:57 AM
19	[REDACTED]	Jan 13, 2014 3:05 PM
20	[REDACTED]	Jan 12, 2014 8:03 PM
21	[REDACTED]	Jan 12, 2014 10:48 AM
22	[REDACTED]	Jan 11, 2014 11:02 AM
23	[REDACTED]	Jan 10, 2014 4:40 PM
24	[REDACTED]	Jan 10, 2014 12:21 AM
25	[REDACTED]	Jan 9, 2014 9:45 PM
26	[REDACTED]	Jan 9, 2014 6:54 PM
27	[REDACTED]	Jan 9, 2014 6:00 PM
28	[REDACTED]	Jan 9, 2014 5:55 PM
29	[REDACTED]	Jan 9, 2014 5:30 PM
30	[REDACTED]	Jan 9, 2014 5:26 PM
31	[REDACTED]	Jan 8, 2014 8:04 PM
32	[REDACTED]	Jan 7, 2014 10:03 PM



Page 4, Q16. If you are happy to be contacted further about this questionnaire please provide:

33	[REDACTED]	Jan 7, 2014 4:17 PM
34	[REDACTED]	Jan 7, 2014 3:43 PM
35	[REDACTED]	Jan 7, 2014 3:27 PM
36	[REDACTED]	Jan 7, 2014 1:00 PM
37	[REDACTED]	Jan 7, 2014 12:35 PM
38	[REDACTED]	Jan 7, 2014 1:53 AM
39	[REDACTED]	Jan 7, 2014 1:14 AM
40	[REDACTED]	Jan 7, 2014 12:33 AM
41	[REDACTED]	Jan 7, 2014 12:27 AM
42	[REDACTED]	Jan 7, 2014 12:27 AM
43	[REDACTED]	Jan 6, 2014 10:21 PM
44	[REDACTED]	Jan 6, 2014 10:02 PM
45	[REDACTED]	Jan 6, 2014 9:48 PM
46	[REDACTED]	Jan 6, 2014 9:10 PM
47	[REDACTED]	Jan 6, 2014 8:36 PM
48	[REDACTED]	Jan 6, 2014 8:36 PM
49	[REDACTED]	Jan 6, 2014 8:17 PM
50	[REDACTED]	Jan 6, 2014 8:00 PM
51	[REDACTED]	Jan 6, 2014 7:29 PM
52	[REDACTED]	Jan 6, 2014 7:25 PM
53	[REDACTED]	Jan 6, 2014 6:34 PM
54	[REDACTED]	Jan 6, 2014 5:29 PM
55	[REDACTED]	Jan 6, 2014 4:54 PM
56	[REDACTED]	Jan 6, 2014 4:53 PM
57	[REDACTED]	Jan 6, 2014 4:30 PM
58	[REDACTED]	Jan 6, 2014 4:28 PM
59	[REDACTED]	Jan 6, 2014 4:25 PM
60	[REDACTED]	Jan 6, 2014 4:24 PM
61	[REDACTED]	Jan 6, 2014 4:20 PM
62	[REDACTED]	Jan 6, 2014 3:40 PM









Page 4, Q16. If you are happy to be contacted further about this questionnaire please provide:

63	[REDACTED]	Jan 6, 2014 3:33 PM
64	[REDACTED]	Jan 6, 2014 3:11 PM
65	[REDACTED]	Jan 6, 2014 2:56 PM
66	[REDACTED]	Jan 6, 2014 2:41 PM
67	[REDACTED]	Jan 6, 2014 2:30 PM
68	[REDACTED]	Jan 6, 2014 2:27 PM
69	[REDACTED]	Jan 6, 2014 2:17 PM
70	[REDACTED]	Jan 6, 2014 2:17 PM
71	[REDACTED]	Jan 6, 2014 2:15 PM
72	[REDACTED]	Jan 6, 2014 2:12 PM
73	[REDACTED]	Jan 6, 2014 2:08 PM
74	[REDACTED]	Jan 6, 2014 1:55 PM
75	[REDACTED]	Jan 6, 2014 1:54 PM
76	[REDACTED]	Jan 6, 2014 1:48 PM
77	[REDACTED]	Jan 6, 2014 1:41 PM
78	[REDACTED]	Jan 6, 2014 1:38 PM
79	[REDACTED]	Jan 6, 2014 1:36 PM
80	[REDACTED]	Jan 6, 2014 1:21 PM
81	[REDACTED]	Jan 6, 2014 1:13 PM
82	[REDACTED]	Jan 6, 2014 1:04 PM
83	[REDACTED]	Jan 6, 2014 1:01 PM
84	[REDACTED]	Jan 6, 2014 1:00 PM
85	[REDACTED]	Jan 6, 2014 12:58 PM
86	[REDACTED]	Jan 6, 2014 12:56 PM
87	[REDACTED]	Jan 2, 2014 8:10 PM










## 1. How was enquiry made

		Response Percent	Response Count
Telephone		35.4%	386
Email		64.6%	705
	answered question		1,091
	skipped question		283





## 2. Type of application

		Response Percent	Response Count
FCL Licences		35.8%	491
FCL Additional Qualifications		11.7%	161
FCL Examiners		2.9%	40
FCL Other Licensing Actions		11.7%	161
EL Licences		24.8%	341
EL Groups / Types / Lims		8.2%	112
ATCO		0.2%	3
Other		4.7%	64
	answered question		1,373
	skipped question		1

### 3. Licence Type

	Response Percent	Response Count
NPPL 	1.2%	6
LAPL 	2.1%	10
PPL 	26.9%	131
BPL 	0.6%	3
SPL 	0.2%	1
CPL 	23.6%	115
MPL 	0.0%	0
ATPL 	39.4%	192
FRTOL 	6.0%	29
answered question		487
skipped question		887


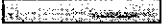



### 4. Type of Application

	Response Percent	Response Count
Type / Class Rating 	68.4%	108
Instrument Rating (IR) 	10.1%	16
Instructor Rating (FI, IRI, CRI, TRI) 	13.9%	22
IMC / Night / Towing / Mountain / Flight Test 	7.6%	12
Other (please specify)		4
answered question		158
skipped question		1,216

## 5. Type of Application

	Response Percent	Response Count
TRE <input type="checkbox"/>	24.2%	8
SFE <input type="checkbox"/>	0.0%	0
Senior Examiner <input type="checkbox"/>	3.0%	1
Other National Authorisations R /GR <input type="checkbox"/>	18.2%	6
CRE <input type="checkbox"/>	15.2%	5
FE <input type="checkbox"/>	21.2%	7
IRE <input type="checkbox"/>	3.0%	1
FIE <input type="checkbox"/>	12.1%	4
TRIE <input type="checkbox"/>	3.0%	1
CRIE <input type="checkbox"/>	0.0%	0
Other (please specify)		4
answered question		33
skipped question		1,341



## 6. Type of Application

		Response Percent	Response Count
Change of State (UK to Non-UK)		8.1%	13
Change of State (Non-UK to UK)		27.5%	44
Licence Verification		31.9%	51
LP		20.0%	32
Change of Name / Personal Details / Address		12.5%	20
Other (please specify)			2

answered question 160

skipped question 1,214

## 7. Type of Application

		Response Percent	Response Count
BCAR		4.4%	15
Part 66		95.6%	323
answered question			338
skipped question			1,036

## 8. Type of Application

		Response Percent	Response Count
Issue: Category / Group / Type Rating		77.1%	84
Variation: Removal of limitations or extension of privileges		22.9%	25
	Other (please specify)		2
	answered question		109
	skipped question		1,265

## 9. Type of Application

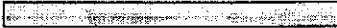



		Response Percent	Response Count
ATCO / FISO Licence		100.0%	3
ROCC		0.0%	0
Examiner (EXM) / OJT		0.0%	0
ATC Unit Endorsement		0.0%	0
	Other (please specify)		0
	answered question		3
	skipped question		1,371

## 10. i.e. validations / exemptions. Please specify



	Response Count
	64
answered question	64
skipped question	1,310





## 11. Specific action being applied for

	Response Percent	Response Count
Issue 	59.8%	704
Renewal 	15.5%	183
Conversion 	19.9%	235
Variation 	4.8%	56
Other (please specify)		226
answered question		1,178
skipped question		196



## 12. Did the applicant ask 'have you got my application and when can I expect it back'?

	Response Percent	Response Count
Yes 	32.1%	418
No 	67.9%	883
answered question		1,301
skipped question		73

## 13. Did the applicant ask 'what is the fee'?

	Response Percent	Response Count
Yes 	24.4%	307
No 	75.6%	950
answered question		1,257
skipped question		117

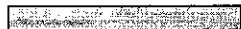

#### 14. Did applicant need help identifying correct forms or how to apply?

		Response Percent	Response Count
Yes		30.8%	387
No		69.4%	871
answered question			1,255
skipped question			119

#### 15. What other question(s) did the caller ask?

		Response Count
		1,031
answered question		1,031
skipped question		343

#### 16. Did you have a look at our website before calling?

		Response Percent	Response Count
Yes		41.2%	287
No		58.8%	410
answered question			697
skipped question			677

#### 17. If Yes, what did you think of the website and was it easy to navigate around?

		Response Count
		334
answered question		334
skipped question		1,040

### 18. Do you have any suggestions for how our website can be improved?

	Response Count
	160
answered question	160
skipped question	1,214

### 19. Did you refer to any documents before calling today (i.e. CAP 804, Part FCL, Information Notices)

	Response Percent	Response Count
Yes	27.3%	178
No	72.7%	475
answered question		653
skipped question		721

### 20. If Yes, what did you refer to and was it helpful?

	Response Count
	174
answered question	174
skipped question	1,200

### 21. Did you contact your Training Provider / Airline before calling?

	Response Percent	Response Count
Yes	8.5%	51
No	91.5%	548
answered question		599
skipped question		775

**22. Reason they directed caller to the CAA (only complete if the information is given)**

**Response  
Count**

29

**answered question** 29

**skipped question** 1,345

**23. Name of the Training Provider or Airline?**

**Response  
Count**

152

**answered question** 152

**skipped question** 1,222

**Page 3, Q4. Type of Application**

- |   |                             |                       |
|---|-----------------------------|-----------------------|
| 1 | SFI Golfstream              | Mar 20, 2013 10:45 AM |
| 2 | and IR rating               | Mar 19, 2013 9:02 AM  |
| 3 | ME IR                       | Mar 13, 2013 3:15 PM  |
| 4 | IR and FI, and ATCO queries | Mar 13, 2013 2:48 PM  |

**Page 4, Q5. Type of Application**

- |   |             |                       |
|---|-------------|-----------------------|
| 1 | RT Examiner | Mar 21, 2013 2:50 PM  |
| 2 | sfi         | Mar 20, 2013 11:34 PM |
| 3 | RT Examiner | Mar 20, 2013 10:36 PM |
| 4 | RT Examiner | Mar 20, 2013 10:20 PM |

**Page 5, Q6. Type of Application**

- |   |  |                      |
|---|--|----------------------|
| 1 | address                                    | Mar 20, 2013 9:26 PM |
| 2 | What is the fee and what form is required? | Mar 20, 2013 7:12 PM |

**Page 7, Q8. Type of Application**

- |   |                     |                       |
|---|---------------------|-----------------------|
| 1 | General Enquiry     | Mar 21, 2013 12:37 PM |
| 2 | Query with Part 147 | Mar 21, 2013 9:33 AM  |



Page 9, Q10. i.e. validations / exemptions. Please specify

1	Flight Engineer issue	Mar 21, 2013 7:00 PM
2	Whistle Blower - about EL company	Mar 21, 2013 6:01 PM
3	Lost logbook	Mar 21, 2013 5:48 PM
4	LTS Finance	Mar 21, 2013 5:04 PM
5	Medical	Mar 21, 2013 5:03 PM
6	Examinations	Mar 21, 2013 4:57 PM
7	LTS Finance	Mar 21, 2013 3:33 PM
8	Flight Engineer query	Mar 21, 2013 3:27 PM
9	Lost logbook	Mar 21, 2013 3:09 PM
10	Examinations	Mar 21, 2013 12:39 PM
11	Validation	Mar 21, 2013 12:39 PM
12	LTS Finance	Mar 21, 2013 12:36 PM
13	Whistle Blower about a Part 147 organisation	Mar 21, 2013 12:09 PM
14	LTS Finance	Mar 21, 2013 11:33 AM
15	Medical query	Mar 21, 2013 10:31 AM
16	Lost logbook - how do I prove my hours?	Mar 21, 2013 10:30 AM
17	EXAM validity	Mar 20, 2013 11:42 PM
18	finance call to pay	Mar 20, 2013 11:08 PM
19	exams transferred	Mar 20, 2013 10:58 PM
20	exam enquiry	Mar 20, 2013 10:21 PM
21	cut up my licence need a duplicate also need duplicate receipts	Mar 20, 2013 10:18 PM
22	medical query regarding rejected application	Mar 20, 2013 9:34 PM
23	LTS Finance	Mar 20, 2013 9:26 PM
24	Chasing email in FCLWEB, wants a reply	Mar 20, 2013 8:54 PM
25	chasing email sent	Mar 20, 2013 4:43 PM
26	dropping off application where can i park	Mar 20, 2013 4:30 PM
27	duplicate receipts	Mar 20, 2013 4:27 PM
28	Same day service	Mar 20, 2013 4:17 PM
29	exams	Mar 20, 2013 4:10 PM
30	need fax number	Mar 20, 2013 4:09 PM

Page 9, Q10. i.e. validations / exemptions. Please specify

31	sent an email re test notifications but had no response	Mar 20, 2013 4:07 PM
32	Has been given to reference numbers, one from us and medical	Mar 20, 2013 3:35 PM
33	exams need copy of ground exams as school has now closed	Mar 20, 2013 3:21 PM
34	can i fly if i have cut up my licence	Mar 20, 2013 3:15 PM
35	cut up licence and needs a replacement	Mar 20, 2013 2:04 PM
36	finance history	Mar 20, 2013 1:18 PM
37	asking about visa for sister in Iraq, and prices for training courses???	Mar 20, 2013 12:47 PM
38	Chasing response to email re NPPL	Mar 19, 2013 2:55 PM
39	Exams questions	Mar 19, 2013 12:59 PM
40	Airfield ground rating for radio transfer	Mar 19, 2013 12:56 PM
41	examiner Briefing (swedish Examiner), test notification	Mar 19, 2013 12:50 PM
42	chasing email yet to be replied to sent in January	Mar 19, 2013 11:51 AM
43	letter received checking what needs to be sent	Mar 19, 2013 11:46 AM
44	Examiner briefing	Mar 19, 2013 10:31 AM
45	Exams query	Mar 19, 2013 9:28 AM
46	Same day service opening times	Mar 19, 2013 9:00 AM
47	Chasing a Reply to an email	Mar 15, 2013 12:00 AM
48	Called to enquire whether someone they know (deceased) holds an ATPL	Mar 14, 2013 5:37 PM
49	Called about wrong tracking number	Mar 14, 2013 5:25 PM
50	Looking for a test notification and chasing an answer to an email.	Mar 14, 2013 5:18 PM
51	How to fold a licence into a wallet?	Mar 14, 2013 5:13 PM
52	Test notification. Do they need to notify the CAA for renewals	Mar 14, 2013 4:54 PM
53	medical not on our systems, holding up application	Mar 13, 2013 2:44 PM
54	Payment required, details given to finance	Mar 13, 2013 2:40 PM
55	Medical not loaded	Mar 13, 2013 2:33 PM
56	counter service for change of nationality	Mar 13, 2013 2:32 PM
57	Exams	Mar 13, 2013 2:31 PM
58	VAT receipts	Mar 13, 2013 12:04 PM
59	Test notification response	Mar 13, 2013 11:59 AM
60	verification of exams	Mar 13, 2013 11:49 AM



Page 9, Q10. i.e. validations / exemptions. Please specify

61	Language Proficiency Level	Mar 13, 2013 11:34 AM
62	Language Proficiency	Mar 13, 2013 11:27 AM
63	Exam sitting	Mar 13, 2013 11:01 AM
64	medical	Mar 13, 2013 10:56 AM



Page 10, Q11. Specific action being applied for

1	General Enquiry	Mar 21, 2013 11:02 PM
2	General Enquiry	Mar 21, 2013 10:50 PM
3	General Enquiry	Mar 21, 2013 10:43 PM
4	General Enquiry	Mar 21, 2013 10:41 PM
5	General Enquiry	Mar 21, 2013 10:39 PM
6	General Enquiry	Mar 21, 2013 10:35 PM
7	General Enquiry	Mar 21, 2013 10:31 PM
8	ICAO Conversion [Conversion]	Mar 21, 2013 7:07 PM
9	ICAO Conversion [Conversion]	Mar 21, 2013 6:52 PM
10	From JAR [Conversion]	Mar 21, 2013 6:51 PM
11	General Enquiry	Mar 21, 2013 6:50 PM
12	General Enquiry	Mar 21, 2013 6:49 PM
13	General Enquiry	Mar 21, 2013 6:46 PM
14	General Enquiry	Mar 21, 2013 6:43 PM
15	General Enquiry	Mar 21, 2013 6:42 PM
16	General Enquiry	Mar 21, 2013 6:38 PM
17	ICAO Conversion [Conversion]	Mar 21, 2013 6:37 PM
18	Finance	Mar 21, 2013 6:34 PM
19	General Enquiry	Mar 21, 2013 6:33 PM
20	From UK [Conversion]	Mar 21, 2013 6:31 PM
21	General Enquiry	Mar 21, 2013 6:29 PM
22	General Enquiry	Mar 21, 2013 6:24 PM
23	Duplicate Licence	Mar 21, 2013 6:22 PM
24	ICAO Conversion [Conversion]	Mar 21, 2013 6:19 PM
25	General Enquiry	Mar 21, 2013 6:18 PM
26	From JAR [Conversion]	Mar 21, 2013 6:18 PM
27	General Enquiry	Mar 21, 2013 6:17 PM
28	General Enquiry	Mar 21, 2013 6:16 PM
29	General Enquiry	Mar 21, 2013 6:13 PM
30	From JAR [Conversion]	Mar 21, 2013 6:12 PM

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31	General Enquiry	Mar 21, 2013 6:11 PM
32	General	Mar 21, 2013 6:01 PM
33	ICAO Conversion [Conversion]	Mar 21, 2013 6:00 PM
34	ICAO Conversion [Conversion]	Mar 21, 2013 5:58 PM
35	From UK [Conversion]	Mar 21, 2013 5:45 PM
36	From JAR [Conversion]	Mar 21, 2013 5:19 PM
37	ICAO Conversion [Conversion]	Mar 21, 2013 5:06 PM
38	From UK [Conversion]	Mar 21, 2013 5:06 PM
39	Requested a duplicate receipt	Mar 21, 2013 5:04 PM
40	Medical query - not PLD	Mar 21, 2013 5:03 PM
41	Replacement	Mar 21, 2013 4:19 PM
42	From UK [Conversion]	Mar 21, 2013 4:11 PM
43	From UK [Conversion]	Mar 21, 2013 4:07 PM
44	From UK [Conversion]	Mar 21, 2013 3:58 PM
45	Replacement	Mar 21, 2013 3:45 PM
46	Replacement	Mar 21, 2013 3:44 PM
47	General Enquiry	Mar 21, 2013 3:35 PM
48	General Enquiry	Mar 21, 2013 3:33 PM
49	Requested a duplicate receipt	Mar 21, 2013 3:33 PM
50	ICAO Conversion [Conversion]	Mar 21, 2013 3:31 PM
51	General Enquiry	Mar 21, 2013 3:30 PM
52	Duplicate Licence	Mar 21, 2013 3:29 PM
53	General Enquiry	Mar 21, 2013 3:26 PM
54	From UK [Conversion]	Mar 21, 2013 3:26 PM
55	ICAO Conversion [Conversion]	Mar 21, 2013 3:24 PM
56	From JAR [Conversion]	Mar 21, 2013 3:23 PM
57	Examinations	Mar 21, 2013 3:21 PM
58	From JAR [Conversion]	Mar 21, 2013 3:20 PM
59	General Enquiry	Mar 21, 2013 3:19 PM
60	From UK [Conversion]	Mar 21, 2013 3:18 PM

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61	From UK [Conversion]	Mar 21, 2013 3:17 PM
62	From JAR [Conversion]	Mar 21, 2013 3:14 PM
63	ICAO Conversion [Conversion]	Mar 21, 2013 3:14 PM
64	From UK [Conversion]	Mar 21, 2013 3:12 PM
65	Replacement	Mar 21, 2013 3:03 PM
66	From UK [Conversion]	Mar 21, 2013 2:58 PM
67	General Enquiry	Mar 21, 2013 2:52 PM
68	General Enquiry	Mar 21, 2013 2:51 PM
69	From JAR [Conversion]	Mar 21, 2013 2:48 PM
70	Replacement	Mar 21, 2013 2:47 PM
71	From JAR [Conversion]	Mar 21, 2013 2:35 PM
72	Change of address	Mar 21, 2013 1:41 PM
73	Change of address	Mar 21, 2013 1:39 PM
74	General Enquiry	Mar 21, 2013 1:37 PM
75	General Enquiry	Mar 21, 2013 12:59 PM
76	General Enquiry	Mar 21, 2013 12:56 PM
77	General Enquiry	Mar 21, 2013 12:53 PM
78	General Enquiry	Mar 21, 2013 12:45 PM
79	Replacement	Mar 21, 2013 12:36 PM
80	ICAO Conversion [Conversion]	Mar 21, 2013 12:35 PM
81	General Enquiry	Mar 21, 2013 12:34 PM
82	General Enquiry	Mar 21, 2013 12:09 PM
83	Replacement	Mar 21, 2013 11:47 AM
84	Replacement	Mar 21, 2013 11:46 AM
85	General Enquiry	Mar 21, 2013 11:46 AM
86	From JAR [Conversion]	Mar 21, 2013 11:44 AM
87	General Enquiry	Mar 21, 2013 11:41 AM
88	From UK [Conversion]	Mar 21, 2013 11:39 AM
89	From UK [Conversion]	Mar 21, 2013 11:37 AM
90	Currency	Mar 21, 2013 11:35 AM

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91	Requested a duplicate receipt	Mar 21, 2013 11:33 AM
92	ICAO Conversion [Conversion]	Mar 21, 2013 11:32 AM
93	From UK [Conversion]	Mar 21, 2013 11:30 AM
94	From JAR [Conversion]	Mar 21, 2013 11:29 AM
95	Replacement	Mar 21, 2013 11:19 AM
96	ICAO Conversion [Conversion]	Mar 21, 2013 11:16 AM
97	Replacement	Mar 21, 2013 11:14 AM
98	General Enquiry	Mar 21, 2013 11:09 AM
99	ICAO Conversion [Conversion]	Mar 21, 2013 11:09 AM
100	From UK [Conversion]	Mar 21, 2013 11:08 AM
101	From JAR [Conversion]	Mar 21, 2013 11:07 AM
102	From JAR [Conversion]	Mar 21, 2013 11:05 AM
103	General enquiry	Mar 21, 2013 10:57 AM
104	ICAO Conversion [Conversion]	Mar 21, 2013 10:55 AM
105	Not specified	Mar 21, 2013 10:55 AM
106	From JAR [Conversion]	Mar 21, 2013 10:54 AM
107	From JAR [Conversion]	Mar 21, 2013 10:54 AM
108	From UK [Conversion]	Mar 21, 2013 10:53 AM
109	From JAR [Conversion]	Mar 21, 2013 10:50 AM
110	From UK [Conversion]	Mar 21, 2013 10:49 AM
111	ICAO Conversion	Mar 21, 2013 10:45 AM
112	ICAO Conversion [Conversion]	Mar 21, 2013 10:43 AM
113	Fees	Mar 21, 2013 10:36 AM
114	Lost logbook	Mar 21, 2013 10:30 AM
115	ICAO Conversion	Mar 21, 2013 10:27 AM
116	Query with TRE remarks applied	Mar 21, 2013 10:25 AM
117	GR Sponsor query	Mar 21, 2013 10:07 AM
118	Exams	Mar 21, 2013 9:40 AM
119	FAA A&P Letter	Mar 21, 2013 9:22 AM
120	Rejection	Mar 21, 2013 9:14 AM

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121	FAA A&P Letter	Mar 21, 2013 9:07 AM
122	transfer	Mar 21, 2013 12:26 AM
123	card declined need to make payment	Mar 20, 2013 11:08 PM
124	exams	Mar 20, 2013 10:58 PM
125	exams	Mar 20, 2013 10:21 PM
126	duplicate	Mar 20, 2013 10:19 PM
127	From UK [Conversion]	Mar 20, 2013 9:48 PM
128	From JAR [Conversion]	Mar 20, 2013 9:43 PM
129	From JAR [Conversion]	Mar 20, 2013 9:35 PM
130	OOP	Mar 20, 2013 9:34 PM
131	Requested a duplicate receipt	Mar 20, 2013 9:26 PM
132	cofa	Mar 20, 2013 9:26 PM
133	From JAR [Conversion]	Mar 20, 2013 9:23 PM
134	OOP [Conversion]	Mar 20, 2013 9:21 PM
135	From UK [Conversion]	Mar 20, 2013 9:16 PM
136	OOP	Mar 20, 2013 9:13 PM
137	From JAR [Conversion]	Mar 20, 2013 9:08 PM
138	OOP	Mar 20, 2013 9:02 PM
139	OOP	Mar 20, 2013 9:01 PM
140	OOP	Mar 20, 2013 8:59 PM
141	Email	Mar 20, 2013 8:54 PM
142	From JAR [Conversion]	Mar 20, 2013 8:52 PM
143	From JAR [Conversion]	Mar 20, 2013 8:50 PM
144	From JAR [Conversion]	Mar 20, 2013 8:42 PM
145	From UK [Conversion]	Mar 20, 2013 7:36 PM
146	From UK [Conversion]	Mar 20, 2013 7:34 PM
147	From JAR [Conversion]	Mar 20, 2013 7:32 PM
148	From JAR [Conversion]	Mar 20, 2013 7:25 PM
149	email sent no reply yet	Mar 20, 2013 4:43 PM
150	counter service	Mar 20, 2013 4:30 PM

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151	duplicate receipts	Mar 20, 2013 4:27 PM
152	Change of address	Mar 20, 2013 4:27 PM
153	Glider pilot licence	Mar 20, 2013 4:23 PM
154	Pending application	Mar 20, 2013 4:19 PM
155	Change of address	Mar 20, 2013 4:17 PM
156	verification	Mar 20, 2013 4:15 PM
157	General Enquiry	Mar 20, 2013 4:15 PM
158	recency	Mar 20, 2013 4:11 PM
159	applying for exams	Mar 20, 2013 4:10 PM
160	fax no	Mar 20, 2013 4:09 PM
161	sent an email re test notifications but had no response	Mar 20, 2013 4:08 PM
162	Response to pending email sent	Mar 20, 2013 4:02 PM
163	Response to pending email	Mar 20, 2013 4:01 PM
164	error on licence	Mar 20, 2013 3:33 PM
165	duplicate	Mar 20, 2013 3:31 PM
166	duplicate	Mar 20, 2013 3:22 PM
167	using the privileges	Mar 20, 2013 3:06 PM
168	duplicate receipts	Mar 20, 2013 1:19 PM
169	easa [Conversion]	Mar 20, 2013 1:16 PM
170	of SEP on licence	Mar 20, 2013 12:57 PM
171	ppl to nppl [Conversion]	Mar 20, 2013 12:54 PM
172	courses	Mar 20, 2013 12:47 PM
173	with ratings,	Mar 20, 2013 9:46 AM
174	Not applied for licence as yet	Mar 19, 2013 3:16 PM
175	Change of address	Mar 19, 2013 3:03 PM
176	Cancelled Application	Mar 19, 2013 3:02 PM
177	email	Mar 19, 2013 2:55 PM
178	Expedite Request	Mar 19, 2013 2:55 PM
179	pending	Mar 19, 2013 2:53 PM
180	exams	Mar 19, 2013 12:59 PM



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181	plus night rating issue [Conversion]	Mar 19, 2013 12:58 PM
182	call transferred	Mar 19, 2013 12:57 PM
183	checking level	Mar 19, 2013 12:53 PM
184	query	Mar 19, 2013 12:51 PM
185	test notification and briefing	Mar 19, 2013 12:51 PM
186	Test Notification and briefing, what paperwork and terms	Mar 19, 2013 12:49 PM
187	query	Mar 19, 2013 12:43 PM
188	requirements	Mar 19, 2013 12:39 PM
189	query new licence	Mar 19, 2013 12:37 PM
190	rejection	Mar 19, 2013 11:46 AM
191	Night rating Issue [Conversion]	Mar 19, 2013 10:18 AM
192	and Upgrade [Conversion]	Mar 19, 2013 10:03 AM
193	and Conversion	Mar 19, 2013 9:40 AM
194	Correction on licence	Mar 19, 2013 9:22 AM
195	Counter service	Mar 19, 2013 9:00 AM
196	remove restrictions	Mar 19, 2013 8:59 AM
197	Clarification on forms and fees	Mar 14, 2013 5:34 PM
198	C of A validation and wrong address	Mar 14, 2013 5:27 PM
199	Military pilot exams and military accreditation - ZZ group	Mar 14, 2013 5:24 PM
200	Does the licence have to be valid to be verified	Mar 14, 2013 5:19 PM
201	Chasing Licence Verification	Mar 14, 2013 5:10 PM
202	Looking for information about Fuel Tank Safety Courses. 147 Approval	Mar 14, 2013 4:51 PM
203	Requested a new JAR green wallet	Mar 14, 2013 4:46 PM
204	MEIR	Mar 13, 2013 3:40 PM
205	verification process	Mar 13, 2013 3:39 PM
206	duplicate	Mar 13, 2013 3:37 PM
207	duplicate	Mar 13, 2013 3:20 PM
208	Payment over the phone	Mar 13, 2013 3:19 PM
209	querying IMC privileges [Conversion]	Mar 13, 2013 2:46 PM
210	plus IR renewal	Mar 13, 2013 2:45 PM

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211	tranferred exam booking	Mar 13, 2013 2:32 PM
212	Rating issue	Mar 13, 2013 2:15 PM
213	duplicate	Mar 13, 2013 2:14 PM
214	duplicate	Mar 13, 2013 1:25 PM
215	LP level	Mar 13, 2013 1:04 PM
216	verification	Mar 13, 2013 12:59 PM
217	query where it can be done	Mar 13, 2013 12:29 PM
218	LP Level to be confirmed to Company	Mar 13, 2013 11:34 AM
219	LP level	Mar 13, 2013 11:27 AM
220	query if valid on the system	Mar 13, 2013 10:56 AM
221	email not replied to that was sent 2 weeks ago	Mar 13, 2013 10:45 AM
222	duplicate	Mar 13, 2013 10:28 AM
223	CofS	Mar 13, 2013 10:25 AM
224	Duplicate	Mar 13, 2013 10:19 AM
225	recieved a returned cheque yet didnt know why	Mar 13, 2013 10:11 AM
226	verification	Mar 13, 2013 9:51 AM



Page 11, Q15. What other question(s) did the caller ask?

1	Need help with filling form 1104	Mar 22, 2013 10:10 PM
2	How long do I have from passing my ATPL exams have I got to get my CPL [How Long?]	Mar 22, 2013 10:08 PM
3	How can I apply for SEP initial issue [How to apply /reqs]	Mar 22, 2013 10:07 PM
4	Do I need to send my logbooks to apply for IR, can I send copies, do you need all of them [Logbooks]	Mar 22, 2013 10:05 PM
5	Please reply to my emails I sent 2 months ago!! [Chasing status]	Mar 22, 2013 10:04 PM
6	I want to add a glider towing rating to my licence, how do I do this [Ratings]	Mar 22, 2013 10:02 PM
7	Do you covert my licence automatically [How to apply /reqs] [Conversion Enquiry]	Mar 22, 2013 9:59 PM
8	Wanted to go thought the form srg1157 over the phone [How to apply /reqs]	Mar 22, 2013 9:56 PM
9	Do you need my original logbooks [How to apply /reqs] [Logbooks] [Conversion Enquiry]	Mar 22, 2013 9:53 PM
10	Do you have the request from CASA [Chasing status]	Mar 22, 2013 9:48 PM
11	How does verification work, verification to fAa [Verification]	Mar 22, 2013 9:47 PM
12	How do I surrender my licence [Surrendering licence]	Mar 22, 2013 9:46 PM
13	How long [How to apply /reqs]	Mar 22, 2013 9:45 PM
14	Chasing pending application, passed to LO, additional docs email yet no responsel [Chasing status] [Conversion Enquiry]	Mar 22, 2013 9:40 PM
15	Can it be done same day and what is the process [How to apply /reqs] [Renewal Enquiry]	Mar 22, 2013 9:35 PM
16	needs licence ASAP, offered same day service [Conversion Enquiry]	Mar 22, 2013 9:29 PM
17	filling out 1104 form and have questions regarding guidance [How to apply /reqs] [Conversion Enquiry]	Mar 22, 2013 9:25 PM
18	how do i convert [How to apply /reqs] [Conversion Enquiry]	Mar 22, 2013 9:23 PM
19	what documents do i need to send [How to apply /reqs] [Renewal Enquiry]	Mar 22, 2013 9:21 PM
20	requirements to renew [How to apply /reqs] [Renewal Enquiry]	Mar 22, 2013 9:17 PM
21	can i covert same day, and how do i do it [How to apply /reqs] [Conversion Enquiry]	Mar 22, 2013 9:15 PM
22	how do i change my address	Mar 22, 2013 9:13 PM
23	queries with filling in the form [How to apply /reqs]	Mar 22, 2013 9:08 PM
24	sorry the application has not been received, so how long will it be now then, you have the request from the company!!! [How Long?]	Mar 22, 2013 9:06 PM
25	application has been approved so how long will it be till i get the licence [How	Mar 22, 2013 9:04 PM

Page 11, Q15. What other question(s) did the caller ask?

	Long?]	
26	card declined, i have now paid, how long will it take [How Long?]	Mar 22, 2013 9:02 PM
27	Why was my application rejected [Conversion Enquiry] [Querying CAA Decision]	Mar 22, 2013 8:50 PM
28	can i get my application expedited [Conversion Enquiry] [Request to expedite]	Mar 22, 2013 8:46 PM
29	have you rec the 155 doc from the DGAC [Chasing status]	Mar 22, 2013 8:38 PM
30	my application was rejected, I have resent in further info, has it been assessed [Chasing status] [Conversion Enquiry]	Mar 22, 2013 8:37 PM
31	rec form and fee but no request from company [Other]	Mar 22, 2013 8:35 PM
32	have you rec my email for pending application [How Long?]	Mar 22, 2013 8:34 PM
33	signed and sent need the licence number [Other]	Mar 22, 2013 6:29 PM
34	how was it sent, how long till it will reach me [How Long?] [Chasing status] [Renewal Enquiry]	Mar 22, 2013 6:28 PM
35	Have you rec my email of my examiner form, my application was rejected, as this was missing [Chasing status] [Renewal Enquiry]	Mar 22, 2013 6:23 PM
36	have you got request from NCAA [Chasing status]	Mar 22, 2013 6:03 PM
37	Requirements for the issue of the Part 66 licence, for a self starter and an engineer completing a 147 basic training course. [How to apply /reqs]	Mar 21, 2013 11:05 PM
38	Information required on the BCAR certification privileges	Mar 21, 2013 11:03 PM
39	Requesting information about why type rating has not been granted on previous application [Chasing status]	Mar 21, 2013 11:01 PM
40	Chasing up status of application [Chasing status]	Mar 21, 2013 11:00 PM
41	Change of address information [Changing address/details]	Mar 21, 2013 10:59 PM
42	Information on the requirements to add the B1.2 and B3 category	Mar 21, 2013 10:53 PM
43	Information required with regards to syllabus and the full/part modules required to remove limitations [How to apply /reqs]	Mar 21, 2013 10:51 PM
44	Requirements to apply for licence renewal [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 10:47 PM
45	Chasing up status of application [Chasing status]	Mar 21, 2013 10:45 PM
46	Information about the CAP 741 logbook, ATA chapters, assessors.	Mar 21, 2013 10:44 PM
47	Information required on the practical training to endorse the Cessna 208 type rating. [Ratings]	Mar 21, 2013 10:43 PM
48	Chasing up status of application [Chasing status]	Mar 21, 2013 10:42 PM

Page 11, Q15. What other question(s) did the caller ask?

49	Requesting information on exemptions to the Part 66 exams based on academic qualifications	Mar 21, 2013 10:41 PM
50	Requirements to apply for type ratings [How to apply /reqs] [Ratings]	Mar 21, 2013 10:40 PM
51	Requesting information on exemptions to the Part 66 exams based on academic qualifications	Mar 21, 2013 10:39 PM
52	Requesting information on the requirements to remove limitations from licence [Licence limitations]	Mar 21, 2013 10:38 PM
53	Chasing up status of application [Chasing status]	Mar 21, 2013 10:36 PM
54	Requesting confirmation of the Validity of the Part 66 exams.	Mar 21, 2013 10:36 PM
55	Chasing up status of application [Chasing status]	Mar 21, 2013 10:35 PM
56	Information about the requirements to endorse Type Ratings. [How to apply /reqs] [Ratings]	Mar 21, 2013 10:33 PM
57	Confirmation that additional documents have been received, chasing up status of application [Chasing status]	Mar 21, 2013 10:32 PM
58	Requesting confirmation of the Validity of the Part 66 exams.	Mar 21, 2013 10:31 PM
59	Chasing up status of application [Chasing status]	Mar 21, 2013 10:30 PM
60	Address details provided to send licence to when application completed [Changing address/details]	Mar 21, 2013 10:29 PM
61	Query with full and part modules to extend the licence from one category to another category [How to apply /reqs] [Licence limitations]	Mar 21, 2013 10:28 PM
62	Query about exams centre and will the UK GAA except exams completed in a non 147 school. [Exams]	Mar 21, 2013 10:27 PM
63	Asking if application has been received and the processing times currently [How Long?] [Chasing status]	Mar 21, 2013 10:26 PM
64	How do I transfer my type from my UAE licence? [Flying abroad] [Conversion Enquiry] [Change of State] [Ratings]	Mar 21, 2013 7:08 PM
65	Flying in the UAE on the same type which I hold on my UK licence, does this count towards renewing my UK licence? [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 7:07 PM
66	Can a non-UK examiner sign my licence? Does he need to complete the Examiner Briefing? [Renewal Enquiry] [Training / Schools]	Mar 21, 2013 7:04 PM
67	How do I apply to become an FE? [How to apply /reqs]	Mar 21, 2013 7:01 PM
68	I want to become a pilot - what do I need to do? What school should I attend? [How to apply /reqs]	Mar 21, 2013 6:58 PM
69	I have previously completed the ATPL (H) theory exams but they have since expired. Can I use this theory credit towards my IR (H)? [How to apply /reqs] [Ratings]	Mar 21, 2013 6:56 PM

Page 11, Q15. What other question(s) did the caller ask?

70	Confirmation of if we have received application form [Chasing status]	Mar 21, 2013 6:55 PM
71	requesting confirmation that we have received application [Chasing status]	Mar 21, 2013 6:55 PM
72	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:54 PM
73	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:53 PM
74	What are the requirements to convert? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 6:53 PM
75	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 6:52 PM
76	Confirmation required if module 2 is required to extend licence to another category. [How to apply /reqs] [Extend / Change licence]	Mar 21, 2013 6:52 PM
77	Pilot wanted to ensure his licence would include the new 'LV' remark [Conversion Enquiry]	Mar 21, 2013 6:51 PM
78	EASA website unfriendly, requires more information on the requirements for licence issue	Mar 21, 2013 6:51 PM
79	Can we accept exams completed in a Greek approved 147 school	Mar 21, 2013 6:50 PM
80	Requesting confirmation on the validity of Part 147 type certificates. [Other]	Mar 21, 2013 6:49 PM
81	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:48 PM
82	Chasing up status of application [Chasing status]	Mar 21, 2013 6:48 PM
83	Applying for LAPL on the basis of a PPL. [How to apply /reqs] [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 6:48 PM
84	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:47 PM
85	How do I renew my MPA type rating? [Renewal Enquiry] [Ratings]	Mar 21, 2013 6:47 PM
86	Information about the requirements to be issued with an EASA Part 66 licence	Mar 21, 2013 6:47 PM
87	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:46 PM
88	Is there a list of approved schools where I can get a LP assessed? [Training / Schools]	Mar 21, 2013 6:46 PM
89	Does the work experience have to be gained within a Part 145 maintenance organisation for licence issue. [How to apply /reqs]	Mar 21, 2013 6:45 PM
90	Do you need my logbook? [Logbooks]	Mar 21, 2013 6:45 PM
91	Information about the requirements to be issued with a Part 66 licence [How to apply /reqs]	Mar 21, 2013 6:45 PM

Page 11, Q15. What other question(s) did the caller ask?

92	Checking we received application as payment not been taken. [Chasing status]	Mar 21, 2013 6:44 PM
93	Can you issue me with a letter confirming my LP? [Other]	Mar 21, 2013 6:44 PM
94	Can the experience be gained in a non 145 organisation for licence issue. [How to apply /reqs] [Training / Schools]	Mar 21, 2013 6:43 PM
95	Query if there is any exemptions for the Part 66 exams based on academic qualifications	Mar 21, 2013 6:42 PM
96	Chasing up status of application [Chasing status]	Mar 21, 2013 6:41 PM
97	Chasing up status of application [Chasing status]	Mar 21, 2013 6:41 PM
98	Chasing up status of application [Chasing status]	Mar 21, 2013 6:40 PM
99	Requesting confirmation of the Validity of the Part 66 exams.	Mar 21, 2013 6:39 PM
100	Do I really need to have exams section on the SRG1183A completed even though I completed the exams with the CAA? [How to apply /reqs] [Exams]	Mar 21, 2013 6:39 PM
101	Chasing up status of application [Chasing status] [Renewal Enquiry]	Mar 21, 2013 6:38 PM
102	Chasing up status of application [Chasing status]	Mar 21, 2013 6:37 PM
103	How do I renew my licence without the renewal notification [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 6:37 PM
104	How to renew licence, with no renewal notification [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 6:36 PM
105	Chasing up status of application [Chasing status]	Mar 21, 2013 6:35 PM
106	How do I renew my SEP? [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 6:35 PM
107	Payment details in email as credit card declined	Mar 21, 2013 6:34 PM
108	Informing us that the change of address notification on the website is not downloading.	Mar 21, 2013 6:34 PM
109	Chasing up status of application [Chasing status] [Renewal Enquiry]	Mar 21, 2013 6:33 PM
110	Chasing up if we have received additional documents for application and the progress of the application [How Long?] [Chasing status]	Mar 21, 2013 6:32 PM
111	I've lost my logbook, how do I prove my hours to you? [Logbooks] [Renewal Enquiry]	Mar 21, 2013 6:32 PM
112	Chasing up status of application [Chasing status] [Renewal Enquiry]	Mar 21, 2013 6:31 PM
113	Chasing up status of application [Chasing status]	Mar 21, 2013 6:31 PM
114	Who can certify my documents? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 6:30 PM
115	Chasing up status of application [Chasing status] [Renewal Enquiry]	Mar 21, 2013 6:30 PM
116	Can a German examiner conduct the SEP skills test? Does he have to	Mar 21, 2013 6:30 PM



Page 11, Q15. What other question(s) did the caller ask?

	complete the examiner briefing? [Renewal Enquiry] [Training / Schools]	
117	Requesting an exemption for the Part 66 exams based on academic qualifications [exemptions]	Mar 21, 2013 6:29 PM
118	Chasing up status of application [Chasing status]	Mar 21, 2013 6:29 PM
119	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:28 PM
120	Chasing up status of application [Chasing status]	Mar 21, 2013 6:28 PM
121	Applying on the basis of Military credits [Military]	Mar 21, 2013 6:28 PM
122	Chasing up status of application	Mar 21, 2013 6:27 PM
123	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:26 PM
124	Re-grading ATPL to PPL [Regrading Licence]	Mar 21, 2013 6:26 PM
125	Chasing up status of application [Chasing status]	Mar 21, 2013 6:25 PM
126	Confirmation required for who can verify logbook tasks	Mar 21, 2013 6:24 PM
127	Information about the requirements to be issued with a Part 66 licence [How to apply /reqs]	Mar 21, 2013 6:24 PM
128	Pilot wanted to know if we have received his paperwork from the examiner [Chasing status] [Renewal Enquiry]	Mar 21, 2013 6:24 PM
129	Requesting information about applying for a duplicate licence	Mar 21, 2013 6:23 PM
130	Requirements to apply for licence issue, and logbook information. [How to apply /reqs] [Logbooks]	Mar 21, 2013 6:22 PM
131	Can I complete the ATPL skills test without reaching the 1500 hour requirement? [How to apply /reqs]	Mar 21, 2013 6:22 PM
132	Chasing up status of application [Chasing status]	Mar 21, 2013 6:21 PM
133	Chasing up status of application [Chasing status]	Mar 21, 2013 6:21 PM
134	Email from Quality Manager requesting an expedite for an engineer due to operational needs. [Request to expedite]	Mar 21, 2013 6:20 PM
135	What are the requirements to convert? Does my ICAO licence need to be current? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 6:20 PM
136	Chasing up status of application [Chasing status]	Mar 21, 2013 6:19 PM
137	Requesting a list of the approved Part 147 schools.	Mar 21, 2013 6:19 PM
138	Can I apply online? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 6:19 PM
139	What is considered as a skilled worker [How to apply /reqs]	Mar 21, 2013 6:18 PM
140	Pilot notified us of his new email address [Changing address/details]	Mar 21, 2013 6:17 PM

Page 11, Q15. What other question(s) did the caller ask?

141	Logbook enquiry, ATA Chapter order, Basic handskills, and the assessor signatures [Logbooks]	Mar 21, 2013 6:17 PM
142	Information required for the experience requirements for an initial issue [How to apply /reqs]	Mar 21, 2013 6:16 PM
143	How do I apply for a change of state? [How to apply /reqs] [Change of State]	Mar 21, 2013 6:16 PM
144	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:15 PM
145	How do I change the address on my licence? will this trigger a licence conversion to Part-FCL? [Changing address/details]	Mar 21, 2013 6:15 PM
146	Confirmation required for applying for an initial issue and type rating at the same time [How to apply /reqs] [Ratings]	Mar 21, 2013 6:14 PM
147	Currently working in UAE flying the same type which I hold of my UK licence, does this count towards my UK renewal? [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 6:14 PM
148	Requesting an exemption or a credit for the Part 66 exams based on academic qualifications	Mar 21, 2013 6:13 PM
149	Chasing up status of application [Chasing status]	Mar 21, 2013 6:12 PM
150	ATPL theory - how long are my examinations valid for? [How to apply /reqs] [Exams]	Mar 21, 2013 6:11 PM
151	Requesting confirmation of the Validity of the Part 66 exams.	Mar 21, 2013 6:11 PM
152	Chasing up status of application [Chasing status]	Mar 21, 2013 6:10 PM
153	Currently living in Belgian, can I fly Belgian registered aircraft on my UK licence? [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 6:10 PM
154	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 6:10 PM
155	Requirements to apply for licence issue [How to apply /reqs]	Mar 21, 2013 6:09 PM
156	Can I complete my ATPL skills test with a Belgian TRE? Does he need to complete the Examiner Briefing or Test Notification first? [How to apply /reqs]	Mar 21, 2013 6:09 PM
157	Chasing up status of application [Chasing status]	Mar 21, 2013 6:08 PM
158	Chasing up status of application [Chasing status]	Mar 21, 2013 6:08 PM
159	Query with the new groups and EASA limitations after renewal of licence [Renewal Enquiry]	Mar 21, 2013 6:07 PM
160	ATPL theory credit - how long are my exams valid for? [How to apply /reqs] [Exams]	Mar 21, 2013 6:07 PM
161	Logbook enquiry, ATA Chapter order, the assessor etc [Logbooks]	Mar 21, 2013 6:06 PM
162	Chasing up status of application [Chasing status]	Mar 21, 2013 6:06 PM
163	Chasing up status of application [Chasing status]	Mar 21, 2013 6:05 PM

Page 11, Q15. What other question(s) did the caller ask?

164	Wanted help in filling out the application form [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 6:05 PM
165	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 6:04 PM
166	Chasing up status of application [Chasing status]	Mar 21, 2013 6:04 PM
167	Once I obtain my PPL can I hour built in the USA? [Other]	Mar 21, 2013 6:03 PM
168	Query about Part 147 organisation	Mar 21, 2013 6:03 PM
169	Query with ATPL theory credits - how long are my exams valid for? [How to apply /reqs] [Exams]	Mar 21, 2013 6:02 PM
170	Chasing up status of application [Chasing status]	Mar 21, 2013 6:00 PM
171	Can I hour build in the USA? [How to apply /reqs] [Flying abroad] [Conversion Enquiry] [Training / Schools]	Mar 21, 2013 6:00 PM
172	Information about the requirements to be issued with the Part 66 licence [How to apply /reqs]	Mar 21, 2013 5:59 PM
173	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 5:56 PM
174	I do not hold a current medical, can I still complete a skills test? [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 5:50 PM
175	Lost logbook, how do I prove my hours? [Logbooks]	Mar 21, 2013 5:49 PM
176	I have just completed an LP assessment, do I have to send you the documents if so what is the fee? [How to apply /reqs]	Mar 21, 2013 5:47 PM
177	I hold a UK lifetime licence - do I need to convert? [Conversion Enquiry] [LP Level / Requirements]	Mar 21, 2013 5:46 PM
178	Can a Non-UK examiner conduct my skills test? [Renewal Enquiry] [Training / Schools]	Mar 21, 2013 5:44 PM
179	Applying on the basis of Military credits [Military]	Mar 21, 2013 5:44 PM
180	I'm thinking of learning to fly privately - what are the first steps I have to take? How long does it take to complete and how much will it cost me? [How to apply /reqs] [Training / Schools]	Mar 21, 2013 5:43 PM
181	Can I complete the ATPL skills test without having reached the 1500 hours required? [How to apply /reqs]	Mar 21, 2013 5:40 PM
182	Can I apply online? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 5:39 PM
183	Pilot was informing us of his new email address [Changing address/details]	Mar 21, 2013 5:37 PM
184	Have you sent my Doc 155 to the NAA? [Chasing status]	Mar 21, 2013 5:35 PM
185	Flying in the UAE on the same type that I hold on my licence, can I use this to convert? [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 5:23 PM

Page 11, Q15. What other question(s) did the caller ask?

186	Applying on the basis of a UK NPPL [How to apply /reqs]	Mar 21, 2013 5:21 PM
187	Wanted requirements for an NPPL - needs to contact BMAA/NPLG [How to apply /reqs]	Mar 21, 2013 5:21 PM
188	Pilot applied in July and wanted to know why he did not receive a Part-FCL licence.... [Chasing status] [Conversion Enquiry]	Mar 21, 2013 5:19 PM
189	Does the CAA accept Military hours towards the grant of a PPL? [Military]	Mar 21, 2013 5:18 PM
190	Can you please send me a new JAR licence cover as mine has split.	Mar 21, 2013 5:13 PM
191	How do I renew my SEP? Can a Non-UK examiner conduct the test? [Renewal Enquiry] [Exams]	Mar 21, 2013 5:12 PM
192	How do I renew my SEP rating? Can a Non-UK examiner conduct my test? [Renewal Enquiry] [Exams]	Mar 21, 2013 5:08 PM
193	How do I convert my FAA licence to the UK? [How to apply /reqs] [Conversion Enquiry] [Change of State]	Mar 21, 2013 5:07 PM
194	Do you need my logbook? [Logbooks] [Conversion Enquiry]	Mar 21, 2013 5:06 PM
195	Flying in the UAE on same type I hold on my UK licence, can I use this to renew my UK licence? [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 5:01 PM
196	How to apply for the examination (not a licensing query) [Exams]	Mar 21, 2013 4:58 PM
197	What are the pre-entry course hours for a CPL? [How to apply /reqs]	Mar 21, 2013 4:56 PM
198	Can a Non-UK Examiner conduct my test? Does he need to complete the Examiner Briefing and Test Notification? [Renewal Enquiry] [Training / Schools] [Exams]	Mar 21, 2013 4:55 PM
199	Flying in the UAE on the same type that he holds on UK licence, does this count to renew UK licence? [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 4:53 PM
200	Just completed an LP assessment - do you need a copy for your records? [How to apply /reqs]	Mar 21, 2013 4:52 PM
201	How to apply for a change of address	Mar 21, 2013 4:49 PM
202	Do I need to pay to change the address of my licence? Does this mean I have to convert to Part-FCL or can you re-print my JAR licence? The application form for the change of personal details says you need a certified copy of my CofR page - is this necessary? [How to apply /reqs] [Changing address/details]	Mar 21, 2013 4:48 PM
203	Do I renew my licence or convert it? [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 4:45 PM
204	I hold a JAR licence which will be converted to Part-FCL, can I also fly annex II aircraft? I have never held a UK licence so can't tick the box on the application form to retain a UK licence. [Conversion Enquiry] [Licence limitations]	Mar 21, 2013 4:44 PM
205	What LP level do I hold on your system? [LP Level / Requirements]	Mar 21, 2013 4:42 PM
206	Pilot was colour blind - would this affect his ability to obtain an IR? [How to	Mar 21, 2013 4:37 PM

Page 11, Q15. What other question(s) did the caller ask?

	apply /reqs]	
207	What LP level am I on your system? [LP Level / Requirements]	Mar 21, 2013 4:33 PM
208	What is the LP? Do I have one? If not how can I get one? [LP Level / Requirements]	Mar 21, 2013 4:31 PM
209	Can a Non-UK conduct my test? Does he need to complete the Examiner Briefing and Test Notification? [Renewal Enquiry] [Training / Schools] [Exams]	Mar 21, 2013 4:30 PM
210	What are the renewal requirements? I have been working and flying in Hong Kong, can I renew my licence on this basis? [How to apply /reqs] [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 4:28 PM
211	What is my LP level? Can I apply without an LP? [Renewal Enquiry] [LP Level / Requirements]	Mar 21, 2013 4:26 PM
212	What LP level am I on your system? [LP Level / Requirements]	Mar 21, 2013 4:24 PM
213	How long does the process take? [How Long?]	Mar 21, 2013 4:21 PM
214	Cut up Part-FCL licence and needs a replacement	Mar 21, 2013 4:19 PM
215	What are your turnaround times? [How Long?] [Conversion Enquiry]	Mar 21, 2013 4:14 PM
216	Applying on basis of Military credits [Military]	Mar 21, 2013 4:08 PM
217	Can you send me a new JAR licence cover as mine has split? I will convert to Part-FCL when my licence expires next year.	Mar 21, 2013 4:06 PM
218	Does my FRTOL automatically transfer over to my Part-FCL licence? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 4:05 PM
219	Can my test be completed by a Non-UK examiner? Does it have to be a JAR examiner or can an FAA examiner conduct the test? Does the examiner need to complete the online briefing and test notification? [Renewal Enquiry] [Training / Schools] [Exams]	Mar 21, 2013 4:04 PM
220	What LP level am I on your system? [LP Level / Requirements]	Mar 21, 2013 4:02 PM
221	How do I convert to the UK and docs do you need? [How to apply /reqs] [Change of State]	Mar 21, 2013 4:02 PM
222	I hold a South African LP 6 - does this count as a UK LP 6? If not what must I do? [How to apply /reqs] [LP Level / Requirements]	Mar 21, 2013 3:59 PM
223	What is EASA and how does this affect me? [Conversion Enquiry]	Mar 21, 2013 3:58 PM
224	JAR ATPL exams completed in Switzerland - can we accept these towards the grant of a UK licence? [How to apply /reqs] [Exams]	Mar 21, 2013 3:58 PM
225	Completed the course in Sweden under JAR - can we accept this? [How to apply /reqs] [Exams]	Mar 21, 2013 3:55 PM
226	Can I have this issued as a same day service? [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 3:49 PM

Page 11, Q15. What other question(s) did the caller ask?

227	My UK IR has expired by more than 7 years - what must I do to renew it? Can I complete the flight test in Spain with a Spanish examiner? [Renewal Enquiry] [Flying abroad] [Ratings]	Mar 21, 2013 3:47 PM
228	What are the requirements? Can I do the skills test with a Non-UK examiner? [Renewal Enquiry] [Flying abroad] [Training / Schools] [Exams]	Mar 21, 2013 3:46 PM
229	Cut up Part-FCL licence and needs a replacement	Mar 21, 2013 3:45 PM
230	Applying for ATPL and wanted to check they had the hours, wanted written clarification of CAP 804. [How to apply /reqs]	Mar 21, 2013 3:44 PM
231	Applying on the basis of Military experience - what documents are required? Do you need all of my Military logbooks as I have three? [Logbooks] [Military]	Mar 21, 2013 3:42 PM
232	Wanted to transfer SEP from French licence [Renewal Enquiry] [Flying abroad] [Change of State]	Mar 21, 2013 3:38 PM
233	Will my examiner need to complete the examiner briefing and test notification EVERY time he does a test with me? [Renewal Enquiry] [Exams]	Mar 21, 2013 3:36 PM
234	Requesting confirmation of the Validity of the Part 66 exams.	Mar 21, 2013 3:35 PM
235	Chasing up status of application [Chasing status]	Mar 21, 2013 3:35 PM
236	What will happen to my IMC when I convert to Part-FCL? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 3:34 PM
237	Is it madatory to use the CAP 741 logbook when keeping experience records.	Mar 21, 2013 3:34 PM
238	Querying the new group changes on licence, when the licence was renewed, [Renewal Enquiry]	Mar 21, 2013 3:33 PM
239	What are the requirements to obtain a LAPL? Do I need to hold a valid LP to obtain the LAPL? [How to apply /reqs]	Mar 21, 2013 3:32 PM
240	Chasing up status of application [Chasing status]	Mar 21, 2013 3:31 PM
241	Requesting an exemption on the Part 66 exams based on academic qualifications	Mar 21, 2013 3:31 PM
242	Can I convert a South African FRTOL to a UK FRTOL? [Conversion Enquiry] [Change of State]	Mar 21, 2013 3:31 PM
243	Requirements to apply for a Duplicate Licence	Mar 21, 2013 3:30 PM
244	Chasing up status of application	Mar 21, 2013 3:29 PM
245	What are the requirements to renew an SEP (sea) class rating? [How to apply /reqs] [Ratings]	Mar 21, 2013 3:29 PM
246	Chasing up status of application [Changing address/details]	Mar 21, 2013 3:28 PM
247	Email is a response from the pending email sent, with further information requested. [Other]	Mar 21, 2013 3:28 PM
248	Can I still renew my FE licence? [Renewal Enquiry]	Mar 21, 2013 3:28 PM

Page 11, Q15. What other question(s) did the caller ask?

249	Requesting information about the new module 13 which is going to be introduced in August 2013	Mar 21, 2013 3:27 PM
250	Information about the requirements to be issued with a Part 66 licence [How to apply /reqs]	Mar 21, 2013 3:26 PM
251	What is the ATPL theory validity? How long have I got until my exams expire? [How Long?] [How to apply /reqs] [Exams]	Mar 21, 2013 3:25 PM
252	Information about the requirements to be issued with additional type ratings [How to apply /reqs] [Ratings]	Mar 21, 2013 3:25 PM
253	How do I convert to a UK licence? Can I do this in a Non-UK state? [Conversion Enquiry] [Change of State]	Mar 21, 2013 3:25 PM
254	Chasing up the status of application [Chasing status]	Mar 21, 2013 3:24 PM
255	Information about the requirements to be issued with the Part 66 licence [How to apply /reqs]	Mar 21, 2013 3:24 PM
256	Can we convert an ICAO licence to the Part 66. Is the ATA Chapters mandatory when applying for licence issue. [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 3:23 PM
257	I want to transfer my examinations to Sweden, how do I do this?	Mar 21, 2013 3:22 PM
258	Can we accept Greek 147 certificates for licence issue [How to apply /reqs] [Change of State]	Mar 21, 2013 3:21 PM
259	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 3:20 PM
260	Asking for copies of records of work experience held on file.	Mar 21, 2013 3:19 PM
261	What is an annex II rating? How can I tell if the type I am flying is EASA or annex II? Do I have to convert to Part-FCL? [Conversion Enquiry] [Ratings]	Mar 21, 2013 3:19 PM
262	What are the benefits of me converting to a Part-FCL licence? Shall I keep my National licence if I am flying annex II? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 3:18 PM
263	What LP level am I on your system? [LP Level / Requirements]	Mar 21, 2013 3:17 PM
264	I understand there has been changes to the UK IMC rating - will this mean I can't apply and convert to Part-FCL at the same time? [How to apply /reqs] [Ratings]	Mar 21, 2013 3:16 PM
265	Can we convert a South African Licence to the EASA Part 66 licence. [Conversion Enquiry] [Change of State]	Mar 21, 2013 3:15 PM
266	What are the requirements to convert to a UK licence? [How to apply /reqs] [Conversion Enquiry] [Change of State]	Mar 21, 2013 3:14 PM
267	Can a Non-UK Examiner complete my skills test? Does he need to be briefed? [Renewal Enquiry] [Flying abroad] [Training / Schools] [Exams]	Mar 21, 2013 3:13 PM
268	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 3:13 PM



Page 11, Q15. What other question(s) did the caller ask?

269	Chasing up status of application [Chasing status]	Mar 21, 2013 3:12 PM
270	Do I have an LP 6 on your system? [Conversion Enquiry] [LP Level / Requirements]	Mar 21, 2013 3:12 PM
271	Chasing up status of application [Chasing status]	Mar 21, 2013 3:11 PM
272	I have also renewed my SEP and MEP class ratings - what additional documents and fees must I submit with my application? [How to apply /reqs] [Ratings]	Mar 21, 2013 3:11 PM
273	I've lost my logbook, how do I prove my flying hours? Can I buy a new logbook from the CAA?	Mar 21, 2013 3:10 PM
274	Information about the requirements to be issued with the a new type rating [How to apply /reqs] [Ratings]	Mar 21, 2013 3:10 PM
275	I want to convert my UK licence back to an IAA licence - how do I do this? [How to apply /reqs] [Change of State]	Mar 21, 2013 3:07 PM
276	Can you supply me with my previous LPC's as I have lost them [Renewal Enquiry]	Mar 21, 2013 3:05 PM
277	Cut up my Part-FCL licence and need a replacement - can I have this done as a same day service at Gatwick?	Mar 21, 2013 3:03 PM
278	I am thinking of gaining a PPL, how much does it cost and how long will it take me to obtain the licence? [How Long?] [How to apply /reqs]	Mar 21, 2013 3:03 PM
279	What LP level do I have on your system? [LP Level / Requirements]	Mar 21, 2013 3:00 PM
280	Will be FRTOL be automatically transferred to lifetime? Can I have my conversion issued as a same day service at Gatwick? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 2:59 PM
281	First multi-pilot type rating - what do I need to submit? [How to apply /reqs] [Ratings]	Mar 21, 2013 2:58 PM
282	Chasing up status of application [Chasing status]	Mar 21, 2013 2:58 PM
283	Chasing up status of application [Chasing status]	Mar 21, 2013 2:57 PM
284	Flying in the UAE on the same type which I hold on my UK licence, can I use this to renew? [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 2:57 PM
285	Confirmation of if we can accept exam certificates completed in a non UK 147 approved school [How to apply /reqs] [Change of State] [Training / Schools]	Mar 21, 2013 2:57 PM
286	What documents do I need to submit? [How to apply /reqs]	Mar 21, 2013 2:56 PM
287	Information about the requirements to be issued with the Part 66 licence. Also asking us which category of licence should be applied for. [How to apply /reqs]	Mar 21, 2013 2:56 PM
288	Chasing up application and query with the certificate issue and requesting for it to be resolved. [Chasing status]	Mar 21, 2013 2:55 PM



Page 11, Q15. What other question(s) did the caller ask?

289	Email requesting a full review of both BCAR and Part 66 licence from previous applications [Querying CAA Decision]	Mar 21, 2013 2:53 PM
290	Asking for confirmation of a Part 147 school in Egypt	Mar 21, 2013 2:52 PM
291	Working in UAE flying a type that is on my UK licence, can I use this to convert? Do I need to convert to Part-FCL, if so when must I convert by? [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 2:52 PM
292	Requesting an exemption on the Part 66 exams based on academic qualifications	Mar 21, 2013 2:51 PM
293	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 2:51 PM
294	Requirements on how to apply for a Group rating [How to apply /reqs] [Ratings]	Mar 21, 2013 2:50 PM
295	Requesting an exemption on the Part 66 exams based on academic qualifications [exemptions]	Mar 21, 2013 2:49 PM
296	Will my CAA licence number change when I convert? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 2:48 PM
297	Chasing up status of application [Chasing status]	Mar 21, 2013 2:47 PM
298	Cut up Part-FCL licence and needs replacement	Mar 21, 2013 2:47 PM
299	Chasing up status of application [Chasing status]	Mar 21, 2013 2:47 PM
300	Information about the requirements to change the state of licence issue [How to apply /reqs] [Conversion Enquiry] [Change of State]	Mar 21, 2013 2:46 PM
301	Chasing up status of application [Chasing status]	Mar 21, 2013 2:45 PM
302	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 2:44 PM
303	Query with military experience and the reduction in the 5 year experience requirement. [Military]	Mar 21, 2013 2:44 PM
304	What experience can I count towards to the initial issue of the Part 66 licence [How to apply /reqs]	Mar 21, 2013 2:43 PM
305	Query with renewal fee and rolling renewal calculator [Renewal Enquiry]	Mar 21, 2013 2:39 PM
306	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 2:38 PM
307	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 2:37 PM
308	Information about the requirements to be issued with the Part 66 licence [How to apply /reqs]	Mar 21, 2013 2:36 PM
309	Information about the requirements to be issued with the Part 66 licence and information on the exam centres [How to apply /reqs] [Exams]	Mar 21, 2013 2:33 PM

Page 11, Q15. What other question(s) did the caller ask?

310	Confirmation of licence issue requirements based on academic qualifications gained. [How to apply /reqs]	Mar 21, 2013 1:43 PM
311	Change of address details	Mar 21, 2013 1:41 PM
312	Chasing up status of application [Chasing status]	Mar 21, 2013 1:40 PM
313	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 1:40 PM
314	Change of address details	Mar 21, 2013 1:39 PM
315	Chasing up status of application [Chasing status]	Mar 21, 2013 1:39 PM
316	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 1:38 PM
317	Thank you email to the Engineering Team	Mar 21, 2013 1:38 PM
318	Confirmation of the validity of the Part 147 type training certificates. [Training / Schools]	Mar 21, 2013 1:37 PM
319	How much experience is required to extend my licence to include the B1.1 category [How to apply /reqs] [Extend / Change licence]	Mar 21, 2013 1:35 PM
320	Requirements to remove limitations from the B1 category and B2 category	Mar 21, 2013 1:34 PM
321	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 1:34 PM
322	Confirmation on the validity of Part 147 type certificates [How to apply /reqs]	Mar 21, 2013 1:27 PM
323	Chasing up status of application [Chasing status]	Mar 21, 2013 1:21 PM
324	Information about the requirements to be issued with the Part 66 licence [How to apply /reqs]	Mar 21, 2013 1:21 PM
325	Confirmation of full and part modules to lift 1,9 & 14 from there basic licence	Mar 21, 2013 1:20 PM
326	Renewal requirements without the renewal notification [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 1:19 PM
327	How do I send the additional documents to you in support of my application [How to apply /reqs]	Mar 21, 2013 1:11 PM
328	Chasing up status of application [Chasing status]	Mar 21, 2013 1:10 PM
329	Can Ryanair sign the recommendation on the application form if I am contractor [How to apply /reqs]	Mar 21, 2013 1:09 PM
330	Thank you email to the EL team for processing the application quickly [Other]	Mar 21, 2013 1:08 PM
331	Information about the requirements to be issued with the Part 66 licence [How to apply /reqs]	Mar 21, 2013 1:07 PM
332	Requesting an online assessment of application. [How to apply /reqs]	Mar 21, 2013 1:07 PM

Page 11, Q15. What other question(s) did the caller ask?

333	Requesting information on what to do after the Part 66 modules are completed. [How to apply /reqs]	Mar 21, 2013 1:06 PM
334	Requesting information why application has been cancelled. [Other]	Mar 21, 2013 1:05 PM
335	Requesting confirmation of type rating certificate and if it is acceptable. [How to apply /reqs] [Ratings]	Mar 21, 2013 1:05 PM
336	Chasing up status of application [Chasing status]	Mar 21, 2013 1:01 PM
337	Chasing up status of application [Chasing status] [Renewal Enquiry]	Mar 21, 2013 1:01 PM
338	Requesting information about a Part 147 course and breakdown of the course and fees.	Mar 21, 2013 1:00 PM
339	Chasing up status of application [Chasing status]	Mar 21, 2013 12:59 PM
340	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 12:58 PM
341	Query with military experience and the reduction in the 5 year experience requirement and beng able to claim experience gained in the military [How to apply /reqs] [Military]	Mar 21, 2013 12:57 PM
342	Requesting confirmation of the Validity of the Part 66 exams.	Mar 21, 2013 12:56 PM
343	Information about the requirements to be issued with the Part 66 licence [How to apply /reqs]	Mar 21, 2013 12:55 PM
344	Confirmation of the full and part modules to lift the limitations from the licence.	Mar 21, 2013 12:54 PM
345	Requesting confirmation of the Validity of the Part 66 exams.	Mar 21, 2013 12:53 PM
346	Chasing up status of application [Chasing status]	Mar 21, 2013 12:53 PM
347	Additional documents received for application. [Other]	Mar 21, 2013 12:52 PM
348	Requirements to be issued with the Part 66 licence [How to apply /reqs]	Mar 21, 2013 12:51 PM
349	Chasing up status of application [Chasing status]	Mar 21, 2013 12:50 PM
350	Requirements for Part 66 licence issue. [How to apply /reqs]	Mar 21, 2013 12:50 PM
351	Authorisation to take extra money for application. [Other]	Mar 21, 2013 12:49 PM
352	Requirements to change the state of licence issue. [How to apply /reqs] [Conversion Enquiry] [Change of State]	Mar 21, 2013 12:48 PM
353	Information about the fees for licence issue. [How to apply /reqs]	Mar 21, 2013 12:47 PM
354	Chasing up status of application [Chasing status]	Mar 21, 2013 12:46 PM
355	Chasing up status of application [Chasing status]	Mar 21, 2013 12:46 PM
356	Is Edulearn Air Services approved by the UK	Mar 21, 2013 12:45 PM
357	Query with recent application and the new groups and EASA limitations on	Mar 21, 2013 12:44 PM

Page 11, Q15. What other question(s) did the caller ask?

	licence. [How to apply /reqs] [Chasing status] [Querying CAA Decision]	
358	Chasing up status of application [Chasing status]	Mar 21, 2013 12:42 PM
359	Chasing up status of application [Chasing status] [Renewal Enquiry]	Mar 21, 2013 12:42 PM
360	Applying on the basis of an NPPL, what credits apply? [How to apply /reqs]	Mar 21, 2013 12:42 PM
361	What LP level am I on your system? [LP Level / Requirements]	Mar 21, 2013 12:41 PM
362	Information about exemptions for the modules. [exemptions]	Mar 21, 2013 12:41 PM
363	How do I apply for an examination for a flight crew licence? [How to apply /reqs] [Exams]	Mar 21, 2013 12:40 PM
364	requesting a reduction in the experience based on being a skilled worker. [How to apply /reqs] [exemptions]	Mar 21, 2013 12:40 PM
365	What are the requirements? [How to apply /reqs]	Mar 21, 2013 12:39 PM
366	Requesting information about the licence and limitations on it. [How to apply /reqs] [Licence limitations]	Mar 21, 2013 12:38 PM
367	Once I obtain the FI can I instruct on my Belgian Medical? [How to apply /reqs] [Change of State]	Mar 21, 2013 12:38 PM
368	Cut up Part-FCL licence and need my replacement urgently. Can I have this done on the same at Gatwick?	Mar 21, 2013 12:36 PM
369	What are the requirements and how long does the process take? [How Long?] [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 12:35 PM
370	Information required with regards to Module 7 and Essay 7	Mar 21, 2013 12:34 PM
371	I am also flying annex II aircraft - what does this mean for me? [Conversion Enquiry]	Mar 21, 2013 12:34 PM
372	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 12:34 PM
373	What is the validity of my IR examinations? [How to apply /reqs] [Exams] [Ratings]	Mar 21, 2013 12:33 PM
374	Requesting information about the full and part modules to extend licence from the B1.1 to the B2 category.	Mar 21, 2013 12:33 PM
375	Chasing up status of application [Chasing status]	Mar 21, 2013 12:32 PM
376	What will happen to my IMC if I convert to a Part-FCL licence? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 12:32 PM
377	Confirmation requested for additional documents that have been received [Chasing status]	Mar 21, 2013 12:31 PM
378	Email requesting further information from Surveyor after application was rejected and returned [Querying CAA Decision]	Mar 21, 2013 12:30 PM
379	Email requesting further information from Surveyor after application was	Mar 21, 2013 12:30 PM

Page 11, Q15. What other question(s) did the caller ask?

	rejected and returned [Querying CAA Decision]	
380	Chasing up status of application [Chasing status]	Mar 21, 2013 12:29 PM
381	Information about the exams required to go from the category A1 to the B1.1.	Mar 21, 2013 12:28 PM
382	Credit Card details as card declined previously. [Other]	Mar 21, 2013 12:27 PM
383	Requirements to endorse additional type ratings. [How to apply /reqs] [Ratings]	Mar 21, 2013 12:27 PM
384	requesting a renewal notification to be sent to engineer. [Renewal Enquiry]	Mar 21, 2013 12:25 PM
385	Query with the experience in ATA Chapters to endorse type ratings. [Ratings]	Mar 21, 2013 12:25 PM
386	(Attached examiner documents) Can this Examiner conduct my ATPL skills test? Does this have to be observed and does he need to complete the examiner briefing and test notification? [Training / Schools] [Exams]	Mar 21, 2013 12:24 PM
387	Confirmation of the reduction in experience based on a Part 147 approved basic training course. [How to apply /reqs] [Training / Schools]	Mar 21, 2013 12:23 PM
388	Query with payment and cheque sent [Chasing status]	Mar 21, 2013 12:22 PM
389	First Multi-Pilot (aeroplane) rating - what docs are required? [How to apply /reqs] [Ratings]	Mar 21, 2013 12:22 PM
390	What address shall I send my documents to? Can I email or fax them into you? [Renewal Enquiry]	Mar 21, 2013 12:21 PM
391	Query with information about the syllabus for module 13 [How to apply /reqs] [Training / Schools]	Mar 21, 2013 12:21 PM
392	Confirming not received licence that was despatched. [Other]	Mar 21, 2013 12:20 PM
393	Applying on the basis of Military credits [Military]	Mar 21, 2013 12:20 PM
394	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 12:19 PM
395	What LP level am I on your records? [LP Level / Requirements]	Mar 21, 2013 12:18 PM
396	Flying type on ICAO licence, does this count towards UK renewal [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 12:17 PM
397	Applying on basis of Military credits [Military]	Mar 21, 2013 12:16 PM
398	Chasing up status of application and query with refund [Chasing status] [Querying CAA Decision]	Mar 21, 2013 12:15 PM
399	Email requesting further information from Surveyor after application was rejected and returned [Querying CAA Decision]	Mar 21, 2013 12:14 PM
400	Chasing up response to email and status of application [Chasing status]	Mar 21, 2013 12:14 PM
401	Chasing up status of application	Mar 21, 2013 12:13 PM

Page 11, Q15. What other question(s) did the caller ask?

402	How to apply for licence issue [How to apply /reqs]	Mar 21, 2013 12:12 PM
403	Requesting an exemption from the exams and experience based on a NVQ 3 [exemptions] [Exams]	Mar 21, 2013 12:11 PM
404	Information about 147 school.	Mar 21, 2013 12:10 PM
405	Chasing up status of application [Chasing status]	Mar 21, 2013 12:08 PM
406	Requesting information about the full and part modules to extend licence.	Mar 21, 2013 12:05 PM
407	ATPL theory credits query - how long are my exams valid for? [Exams]	Mar 21, 2013 12:01 PM
408	Query with signatures in logbooks. [Logbooks]	Mar 21, 2013 12:00 PM
409	What credits are available as an experienced PPL holder? [How to apply /reqs]	Mar 21, 2013 12:00 PM
410	Chasing up status of application	Mar 21, 2013 11:59 AM
411	Chasing up status of application [Chasing status]	Mar 21, 2013 11:59 AM
412	How do I transfer a type rating from an ICAO licence? Do you need my logbook? [Logbooks] [Ratings]	Mar 21, 2013 11:57 AM
413	Can I transfer from one training provider to another? if so how do I do this? [Training / Schools]	Mar 21, 2013 11:56 AM
414	Can a Non-UK Examiner conduct my ATPL skills test? [How to apply /reqs] [Exams]	Mar 21, 2013 11:54 AM
415	How do I transfer a type from an ICAO licence? [Ratings]	Mar 21, 2013 11:54 AM
416	I have a New Zealand (ICAO) LP 6 - does this count as a UK LP 6? [How to apply /reqs] [Change of State]	Mar 21, 2013 11:53 AM
417	Chasing change of address [Chasing status] [Changing address/details]	Mar 21, 2013 11:51 AM
418	Requirements to extend licence from the B2 category to the B1.1 category.	Mar 21, 2013 11:50 AM
419	How do I become an airline pilot? [How to apply /reqs]	Mar 21, 2013 11:49 AM
420	Query about Essay 7 and if it's required if passed Full module 7 [How to apply /reqs]	Mar 21, 2013 11:49 AM
421	What are the pre-entry course requirements? [How to apply /reqs]	Mar 21, 2013 11:48 AM
422	Requirements for Category C issue [How to apply /reqs]	Mar 21, 2013 11:48 AM
423	Do you need my logbook? [Logbooks]	Mar 21, 2013 11:48 AM
424	Requesting a list of Part 147 schools in and around Manchester/Liverpool areas.	Mar 21, 2013 11:47 AM
425	Can I come to Gatwick and have this done as a same day service?	Mar 21, 2013 11:46 AM
426	I have an Australian LP 6 - does this count as a UK LP 6? [How to apply /reqs] [Change of State]	Mar 21, 2013 11:45 AM

Page 11, Q15. What other question(s) did the caller ask?

427	Chasing up status of application [Chasing status]	Mar 21, 2013 11:45 AM
428	Can I come to Gatwick and have this done as a same day service [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 11:44 AM
429	Requesting FED EX tracking number, once application has been despatched. [How to apply /reqs] [Other]	Mar 21, 2013 11:44 AM
430	Have you received the request from the NAA? [Chasing status]	Mar 21, 2013 11:43 AM
431	Wanting to know public counter times so engineer could visit to hand in there application.	Mar 21, 2013 11:42 AM
432	Query regarding examiner briefing and test notifications - does my examiner have to do it? [Renewal Enquiry] [Exams]	Mar 21, 2013 11:40 AM
433	Wanting confirmation that module 7.7 is required [How to apply /reqs]	Mar 21, 2013 11:40 AM
434	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 11:39 AM
435	Do I have to hold a current MPA to convert to Part-FCL? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 11:39 AM
436	Query with payment and courier fee [Querying CAA Decision]	Mar 21, 2013 11:38 AM
437	Do I need to have a current medical to convert to Part-FCL even though I wont be flying for a while? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 11:38 AM
438	Query regarding ATPL theory credits [How to apply /reqs] [Training / Schools]	Mar 21, 2013 11:37 AM
439	Requirements with applying for additional type ratings. [How to apply /reqs] [Ratings]	Mar 21, 2013 11:37 AM
440	Now that I have obtained my LAPL what hours must I complete to maintain my currency?	Mar 21, 2013 11:36 AM
441	Requirements to apply for the Part 66 licence [How to apply /reqs]	Mar 21, 2013 11:35 AM
442	Chasing up status of application [Chasing status]	Mar 21, 2013 11:34 AM
443	Do you need my logbook or can my Operating Company produce a letter confirming my hours [Logbooks]	Mar 21, 2013 11:34 AM
444	Do you have a list of approved UK training providers? [Conversion Enquiry] [Training / Schools]	Mar 21, 2013 11:34 AM
445	A review of conversion application as believes type rating was missed on conversion. [Conversion Enquiry] [Querying CAA Decision]	Mar 21, 2013 11:34 AM
446	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 11:32 AM
447	Just completed an LP assessment - does the CAA need a copy? [LP Level / Requirements]	Mar 21, 2013 11:31 AM
448	Requesting confirmation of the Validity of the Part 66 exams especially	Mar 21, 2013 11:31 AM



Page 11, Q15. What other question(s) did the caller ask?

	module 9 [How to apply /reqs]	
449	Will my CAA licence number change if I convert? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 11:30 AM
450	Requesting a reduction in the experience requirement based on qualifications gained. [exemptions]	Mar 21, 2013 11:30 AM
451	Requirements on how to apply and fees [How to apply /reqs]	Mar 21, 2013 11:28 AM
452	Cut up Part-FCL licence and now needs replacement [Conversion Enquiry]	Mar 21, 2013 11:27 AM
453	Query with the exam modules for B1 and B2 [Exams]	Mar 21, 2013 11:27 AM
454	Completed CPL examinations, now wants clarification on what exams to do to get ATPL [How to apply /reqs] [Exams]	Mar 21, 2013 11:26 AM
455	Requirements to apply for licence issue [How to apply /reqs]	Mar 21, 2013 11:26 AM
456	Logbook enquires, about the assessor, tasks etc. Also how to apply for licence issue. [How to apply /reqs] [Logbooks]	Mar 21, 2013 11:25 AM
457	Upgrading CPL to ATPL [Extend / Change licence]	Mar 21, 2013 11:24 AM
458	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 11:23 AM
459	Chasing up status of application [Chasing status]	Mar 21, 2013 11:22 AM
460	Rating has expired on UK licence but flying the same type in UAE - does this count and can I renew my UK type on this basis? [Renewal Enquiry] [Flying abroad]	Mar 21, 2013 11:22 AM
461	Query with military experience and the reduction in the 5 year experience requirement. [Military]	Mar 21, 2013 11:21 AM
462	How to change address on licence [How to apply /reqs] [Changing address/details]	Mar 21, 2013 11:20 AM
463	Cut up Part-FCL licence and needs a replacement	Mar 21, 2013 11:19 AM
464	Chasing change of address [Chasing status] [Changing address/details]	Mar 21, 2013 11:18 AM
465	Requesting requirements to endorse the first type rating [How to apply /reqs] [Ratings]	Mar 21, 2013 11:18 AM
466	Wanted to apply on basis of military SEP [Renewal Enquiry] [Military]	Mar 21, 2013 11:17 AM
467	Chasing up status of application [Chasing status]	Mar 21, 2013 11:17 AM
468	Can I fly N-Reg A/C in the UK or must I convert my ICAO licence to the UK? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 11:16 AM
469	Chasing up status of application [Chasing status] [Renewal Enquiry]	Mar 21, 2013 11:16 AM
470	What will happen to my IMC rating when I convert to a Part-FCL? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 11:15 AM



Page 11, Q15. What other question(s) did the caller ask?

471	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 11:15 AM
472	Cut up Part-FCL licence and needs to re-apply	Mar 21, 2013 11:14 AM
473	Engineer believes there is an error on licence and should have been granted the Category C	Mar 21, 2013 11:14 AM
474	Will my CAA licence number change? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 11:13 AM
475	Chasing up status of application [Chasing status]	Mar 21, 2013 11:12 AM
476	IR has expired by 6 years, what will happen next year and what must I do? (IR expiring over 7 years) [Renewal Enquiry] [Ratings]	Mar 21, 2013 11:12 AM
477	Chasing up status of application [Chasing status]	Mar 21, 2013 11:12 AM
478	Rating expired by more than 10 years, what must I do to renew it? [Renewal Enquiry] [Ratings]	Mar 21, 2013 11:11 AM
479	Chasing up status of application	Mar 21, 2013 11:11 AM
480	Requesting confirmation of the Validity of the Part 66 exams. [How to apply /reqs] [Exams]	Mar 21, 2013 11:10 AM
481	Questions about using a South African logbook to apply for licence issue.	Mar 21, 2013 11:10 AM
482	Do I meet the requirements? (listed ALL of his flying hours and experience in an email) [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 11:09 AM
483	Confirmation of a correspondence address to send licence. [Other]	Mar 21, 2013 11:09 AM
484	I am flying annex II - do I need to tick the box to retain a UK licence? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 11:08 AM
485	Can I track my application online? [Chasing status] [Conversion Enquiry]	Mar 21, 2013 11:08 AM
486	Examiner did not state if he had signed the rating or not, was sent to scanning [Renewal Enquiry] [Ratings]	Mar 21, 2013 11:07 AM
487	Flying annex II, if I convert my JAR to Part-FCL how can I still fly annex II? Can I do this on my Part-FCL licence as my flying club said no. [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 11:05 AM
488	Chasing change of address [Chasing status]	Mar 21, 2013 11:03 AM
489	Requesting information about how much practical maintenance experience is required to endorse additional type ratings. [How to apply /reqs] [Training / Schools] [Ratings]	Mar 21, 2013 10:56 AM
490	Does my ICAO licence need to be current to convert? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 10:56 AM
491	Wanting confirmation of the address details on our system.	Mar 21, 2013 10:55 AM
492	Query about the stamp holders and the approval of stamp holders [Other]	Mar 21, 2013 10:54 AM

Page 11, Q15. What other question(s) did the caller ask?

493	Do I need to list ALL of my ratings in box 5? [How to apply /reqs] [Conversion Enquiry] [Ratings]	Mar 21, 2013 10:53 AM
494	Chasing up status of application [Chasing status]	Mar 21, 2013 10:53 AM
495	What is my LP level on your system? [LP Level / Requirements]	Mar 21, 2013 10:52 AM
496	Requirements for the change of state of licence issue from IAA to UK [Conversion Enquiry] [Change of State] [LP Level / Requirements]	Mar 21, 2013 10:52 AM
497	Chasing up status of application [Chasing status]	Mar 21, 2013 10:51 AM
498	What is EASA? Everyone is talking about the LP - what is it? [How to apply /reqs] [Conversion Enquiry] [LP Level / Requirements]	Mar 21, 2013 10:51 AM
499	Responding to pending email and a query with the additional experience [Other]	Mar 21, 2013 10:50 AM
500	Also flying annex II - what do I need to do? [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 10:50 AM
501	Query with type rating certificate and the type rating endorsed on licence. [Ratings]	Mar 21, 2013 10:49 AM
502	Chasing up status of application [Chasing status]	Mar 21, 2013 10:48 AM
503	Change of Address [Changing address/details]	Mar 21, 2013 10:48 AM
504	Requirements to re-apply after application has been cancelled. [How to apply /reqs]	Mar 21, 2013 10:48 AM
505	How long is the ATPL theory valid for? [How to apply /reqs]	Mar 21, 2013 10:46 AM
506	Requesting confirmation of the Validity of the Part 66 exams. [How to apply /reqs] [Exams]	Mar 21, 2013 10:46 AM
507	Requirements to apply for the Category C [How to apply /reqs]	Mar 21, 2013 10:45 AM
508	Didn't want to convert to Part-FCL as holds UK licence and only flying annex II aircraft [Renewal Enquiry]	Mar 21, 2013 10:45 AM
509	Chasing up status of application [Chasing status]	Mar 21, 2013 10:44 AM
510	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 10:43 AM
511	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 10:42 AM
512	Chasing up status of application [Chasing status]	Mar 21, 2013 10:42 AM
513	Wanted No Accident/Incident letter (no longer issued) [Other]	Mar 21, 2013 10:42 AM
514	Chasing up status of application [Chasing status]	Mar 21, 2013 10:41 AM
515	ICAO transfer of type to UK licence [How to apply /reqs] [Conversion Enquiry] [Change of State]	Mar 21, 2013 10:40 AM

Page 11, Q15. What other question(s) did the caller ask?

516	Requirements to extend licence from the B1.1 to the B1.2 category	Mar 21, 2013 10:40 AM
517	What evidence do you need of my multi-crew experience? [How to apply /reqs]	Mar 21, 2013 10:39 AM
518	Wanting to know if we can convert a Hellenic Airforce licence to the EASA Part 66 licence [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 10:39 AM
519	Requesting to speak with a Surveyor about application that has been pended for additional experience [Querying CAA Decision]	Mar 21, 2013 10:37 AM
520	What LP level am I on your system? [LP Level / Requirements]	Mar 21, 2013 10:37 AM
521	Authorisation for additional payment	Mar 21, 2013 10:36 AM
522	Can I apply for an SPL yet? If not when can I? [How to apply /reqs]	Mar 21, 2013 10:35 AM
523	Requirements to apply for type ratings [How to apply /reqs] [Ratings]	Mar 21, 2013 10:35 AM
524	How do I renew my SEP? [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 10:34 AM
525	Questions about the common modules between B1 and B2 - and how to apply for B2 category	Mar 21, 2013 10:34 AM
526	Chasing up refund and wanting further information about the reasons application was rejected. [Chasing status] [Querying CAA Decision]	Mar 21, 2013 10:33 AM
527	What LP level am I? [LP Level / Requirements]	Mar 21, 2013 10:32 AM
528	Chasing Medical status - not for PLD	Mar 21, 2013 10:31 AM
529	Can I buy a logbook from the CAA?	Mar 21, 2013 10:30 AM
530	Flying annex II aircraft - do I need to apply for UK? [Conversion Enquiry] [Extend / Change licence]	Mar 21, 2013 10:29 AM
531	How do I transfer my ICAO licence to UK?	Mar 21, 2013 10:27 AM
532	How do I become an FI? [How to apply /reqs]	Mar 21, 2013 10:26 AM
533	How to apply for a CRE variation	Mar 21, 2013 10:24 AM
534	How to apply for a CRE [How to apply /reqs]	Mar 21, 2013 10:23 AM
535	Checking FI remarks are correct [Other]	Mar 21, 2013 10:22 AM
536	How to apply for an FIC [How to apply /reqs]	Mar 21, 2013 10:16 AM
537	How to transfer an SFI from Spain [How to apply /reqs] [Change of State]	Mar 21, 2013 10:10 AM
538	How do I apply for an FIC [How to apply /reqs]	Mar 21, 2013 10:05 AM
539	Requesting information about the new groups and EASA limitations on licence. [Renewal Enquiry] [Licence limitations]	Mar 21, 2013 10:00 AM
540	Requesting information about how to send additional documents in support of application. [How to apply /reqs]	Mar 21, 2013 9:59 AM

Page 11, Q15. What other question(s) did the caller ask?

541	Query about Part 147 certificates and validity of them [How to apply /reqs]	Mar 21, 2013 9:57 AM
542	Chasing up status of application [Chasing status]	Mar 21, 2013 9:56 AM
543	Response to pending email and a request to extend holding the application by more than 30 days. [Other]	Mar 21, 2013 9:54 AM
544	Requesting a review of recent application as believes an error is on the licence. [Querying CAA Decision]	Mar 21, 2013 9:53 AM
545	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 9:52 AM
546	Chasing up status of application [Chasing status]	Mar 21, 2013 9:51 AM
547	A thank you email to the team for turning the licence application around quickly. [Other]	Mar 21, 2013 9:50 AM
548	Requesting how to send additional documents in support of application. [Other]	Mar 21, 2013 9:49 AM
549	Chasing up status of application [Chasing status]	Mar 21, 2013 9:48 AM
550	Query with applying for a Type Rating without a Part 147 certificate [How to apply /reqs] [Ratings]	Mar 21, 2013 9:47 AM
551	Additional documents received in email to support application currently with us. [Other]	Mar 21, 2013 9:46 AM
552	Information about the 2 & 5 year renewal for the BCAR licence [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 9:44 AM
553	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 9:43 AM
554	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 9:42 AM
555	Chasing up status of application [Chasing status] [Renewal Enquiry]	Mar 21, 2013 9:41 AM
556	Information about the exam centres and where they are	Mar 21, 2013 9:41 AM
557	Email is a response from the pending email sent, with further information required.	Mar 21, 2013 9:39 AM
558	Exam and work experience requirements to add the category B1.3	Mar 21, 2013 9:38 AM
559	Chasing up status of application [Chasing status]	Mar 21, 2013 9:36 AM
560	Chasing up status of application [Chasing status]	Mar 21, 2013 9:36 AM
561	Information about a Part 147 school and there approval [Training / Schools]	Mar 21, 2013 9:34 AM
562	Requesting confirmation of the Validity of the Part 66 exams. [Exams]	Mar 21, 2013 9:32 AM
563	Email is a response from the pending email sent, with further information required. Confirmation of type ratings applied for also. [Other]	Mar 21, 2013 9:29 AM

Page 11, Q15. What other question(s) did the caller ask?

564	Email is a response from the pending email sent, with further information required. [Other]	Mar 21, 2013 9:27 AM
565	Additional documents received in email to support application currently with us.	Mar 21, 2013 9:25 AM
566	Email from Quality Manager to confirm the Engineers certifying privileges, [Supporting Information]	Mar 21, 2013 9:25 AM
567	Additional documents received in email to support application currently with us. [Supporting Information]	Mar 21, 2013 9:23 AM
568	Requirements in order to obtain the FAA A&P Letter	Mar 21, 2013 9:23 AM
569	Email requesting further information from Surveyor after application was rejected and returned [Querying CAA Decision]	Mar 21, 2013 9:21 AM
570	Email requesting to not process refund, as wanting to re-apply. [Other]	Mar 21, 2013 9:20 AM
571	Expedite request from Quality Manager. [Request to expedite]	Mar 21, 2013 9:19 AM
572	Email from Quality Manager to confirm the Engineers certifying privileges, after licence was un-signed. [Supporting Information]	Mar 21, 2013 9:17 AM
573	Email requesting further information from Surveyor after application was rejected and returned. [Querying CAA Decision]	Mar 21, 2013 9:15 AM
574	Requesting information and an exemption from the experience requirements. [exemptions]	Mar 21, 2013 9:13 AM
575	Email sent with telephone contacts as wanted call about pended application	Mar 21, 2013 9:11 AM
576	Additional documents received in email to support application currently with us. [Supporting Information]	Mar 21, 2013 9:09 AM
577	Requirements to apply for the FAA A&P letter.	Mar 21, 2013 9:07 AM
578	how to change my address, what you need. how long	Mar 21, 2013 12:32 AM
579	help with form [How to apply /reqs] [Conversion Enquiry]	Mar 21, 2013 12:28 AM
580	requirements	Mar 21, 2013 12:26 AM
581	b747 issue, what paperwork is needed [How to apply /reqs]	Mar 21, 2013 12:22 AM
582	Also want to revalidate A320 rating [How to apply /reqs] [Ratings]	Mar 21, 2013 12:16 AM
583	can u contact DGAC re transfer of SEP rating to UK licence [Conversion Enquiry] [Ratings]	Mar 21, 2013 12:14 AM
584	revalidate sep [How to apply /reqs] [Renewal Enquiry]	Mar 21, 2013 12:12 AM
585	have you sent the verification to south Africa [Chasing status]	Mar 21, 2013 12:07 AM
586	have you sent verification [Chasing status]	Mar 21, 2013 12:01 AM
587	How can i add night to my licence, then how do i change state to begium [How to apply /reqs] [Change of State] [Extend / Change licence] [Ratings]	Mar 21, 2013 12:00 AM

Page 11, Q15. What other question(s) did the caller ask?

588	can i come to the counter to renew [How to apply /reqs]	Mar 20, 2013 11:54 PM
589	validity of my exams	Mar 20, 2013 11:45 PM
590	told to call NPLG [Conversion Enquiry]	Mar 20, 2013 11:41 PM
591	paperwork missing message taken [Other]	Mar 20, 2013 11:35 PM
592	medical restriction can i still renew licence [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 11:30 PM
593	exams email from [REDACTED] Exams]	Mar 20, 2013 11:23 PM
594	checking requirements [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 11:14 PM
595	requirements to convert [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 11:14 PM
596	do i need to convert my rating from my FAA licence first [Renewal Enquiry] [Flying abroad] [Ratings]	Mar 20, 2013 11:12 PM
597	need to give new card details as declined	Mar 20, 2013 11:08 PM
598	do i need certified ID for ATPL appl as already has CPL [How to apply /reqs]	Mar 20, 2013 11:07 PM
599	do i need to convert my PPL to EASA before applying for CPL [How to apply /reqs]	Mar 20, 2013 11:05 PM
600	experience, instructors, sep sea instructors	Mar 20, 2013 11:02 PM
601	requirements [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 11:00 PM
602	mistake on application and phone straight away [Supporting Information]	Mar 20, 2013 10:59 PM
603	call transferred	Mar 20, 2013 10:58 PM
604	call transferred [Other]	Mar 20, 2013 10:57 PM
605	what forms, do i need 1102 as well, also not sure about RT [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 10:52 PM
606	do i have a reference no yet [Other]	Mar 20, 2013 10:50 PM
607	can you have any JAA examiners do tests for renewal and issue [Renewal Enquiry] [Training / Schools] [Exams]	Mar 20, 2013 10:49 PM
608	additional paperwork [Renewal Enquiry] [Supporting Information]	Mar 20, 2013 10:47 PM
609	why have we not reissued SEP page (signed in licence) [Renewal Enquiry] [Querying CAA Decision]	Mar 20, 2013 10:47 PM
610	requirements [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 10:43 PM
611	EASA uk priviledges [How to apply /reqs]	Mar 20, 2013 10:42 PM
612	also wants to add night [Conversion Enquiry] [Extend / Change licence]	Mar 20, 2013 10:40 PM
613	Wanted clarification of privileges [How to apply /reqs]	Mar 20, 2013 10:39 PM

Page 11, Q15. What other question(s) did the caller ask?

614	chasing issued licence, seems to be lost wants to know process to get another sent [How to apply /reqs] [Chasing status]	Mar 20, 2013 10:39 PM
615	Wanted to see if grandfather rights had been moved across [Renewal Enquiry]	Mar 20, 2013 10:38 PM
616	Forgot to tick the box to add GR privileges	Mar 20, 2013 10:37 PM
617	wants to convert to portugal, what does he need to do [How to apply /reqs] [Change of State]	Mar 20, 2013 10:37 PM
618	How to apply for OPC privileges	Mar 20, 2013 10:35 PM
619	Chasing CRI application [Chasing status]	Mar 20, 2013 10:34 PM
620	needed to transfer medical form poland, application pending [How to apply /reqs] [Change of State]	Mar 20, 2013 10:33 PM
621	How to apply for an FIE SLMG [How to apply /reqs]	Mar 20, 2013 10:33 PM
622	checking requirements on form [How to apply /reqs]	Mar 20, 2013 10:32 PM
623	Query regarding the IRI rating [Ratings]	Mar 20, 2013 10:32 PM
624	Checking we have received the TS10 form	Mar 20, 2013 10:30 PM
625	Confirmation of Examiner attendance [Exams]	Mar 20, 2013 10:29 PM
626	test notification enquiry [Exams]	Mar 20, 2013 10:27 PM
627	Checking that TRE has been issued with correct remarks [Chasing status]	Mar 20, 2013 10:27 PM
628	can it be signed [Renewal Enquiry]	Mar 20, 2013 10:26 PM
629	How can he send in the application? by email? [How to apply /reqs]	Mar 20, 2013 10:25 PM
630	what to do to get flying again [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 10:24 PM
631	passed to exams	Mar 20, 2013 10:22 PM
632	chasing progress but note on system under investigation. Not a happy customer [Chasing status]	Mar 20, 2013 10:21 PM
633	How does he remove a sponsor	Mar 20, 2013 10:21 PM
634	who do i get a duplicate	Mar 20, 2013 10:19 PM
635	requirements to renew type after years of expiry [How to apply /reqs] [Renewal Enquiry] [Ratings]	Mar 20, 2013 10:16 PM
636	same day? [How to apply /reqs]	Mar 20, 2013 10:15 PM
637	is it form 1102 or 1104 [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 10:12 PM
638	Wanted copies of previous work records submitted. [Renewal Enquiry]	Mar 20, 2013 10:12 PM
639	Asked for the Managers name as wanted to put in a formal complaint due to amount of time licence has taken to be issued [Conversion Enquiry]	Mar 20, 2013 10:10 PM



Page 11, Q15. What other question(s) did the caller ask?

640	signed and sent [Conversion Enquiry]	Mar 20, 2013 10:04 PM
641	same day service [How to apply /reqs]	Mar 20, 2013 10:03 PM
642	What documents are required for licence issue [How to apply /reqs]	Mar 20, 2013 10:01 PM
643	what is the procedure [How to apply /reqs]	Mar 20, 2013 9:42 PM
644	did not know about change in renewal requirements, 3yrs not 5yrs, now needs more training [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 9:37 PM
645	Chasing Doc 155 - have we sent it to the IAA? [Chasing status]	Mar 20, 2013 9:37 PM
646	checking medical status [Chasing status]	Mar 20, 2013 9:35 PM
647	Awaiting Medical to be loaded - Licensing not informed by Medical this had been done	Mar 20, 2013 9:34 PM
648	requirements to convert [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 9:33 PM
649	Paperwork was sent to scanning in error - Examiner did not indicate the CAA was to sign licence. [Renewal Enquiry]	Mar 20, 2013 9:32 PM
650	do i need to submit worksheets for theory and practical [How to apply /reqs]	Mar 20, 2013 9:32 PM
651	Wanted clarification on rejection letter which he was sent [Querying CAA Decision]	Mar 20, 2013 9:30 PM
652	have we sent 155 [Chasing status] [Conversion Enquiry]	Mar 20, 2013 9:30 PM
653	wants to convert to easa, then wanted to know what the renewal requirements would be, did not know it was lifetime [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 9:29 PM
654	how do i get my address changed	Mar 20, 2013 9:27 PM
655	requirements to renew [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 9:25 PM
656	Pilot very angry [Renewal Enquiry]	Mar 20, 2013 9:20 PM
657	what are the requirements [How to apply /reqs]	Mar 20, 2013 8:58 PM
658	Have you received the Doc 155 from the NAA? [Chasing status]	Mar 20, 2013 8:57 PM
659	how do i convert what are the requirements [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 8:56 PM
660	Multi-IR Renewal (ATO) Examiner Brief [Renewal Enquiry] [Ratings]	Mar 20, 2013 8:54 PM
661	Once I have my licence how do I obtain a B1? [How to apply /reqs]	Mar 20, 2013 8:32 PM
662	Can a Non-UK Examiner sign my SEP LPC in my licence? [Renewal Enquiry] [Training / Schools] [Exams]	Mar 20, 2013 7:39 PM
663	Wanted to know if his A109 rating would appear as A109 or AW109 due to Part-FCL changes [Conversion Enquiry] [Extend / Change licence]	Mar 20, 2013 7:36 PM
664	Wanted help on filling-out the application form esp sections 5 and 6 of	Mar 20, 2013 7:34 PM



Page 11, Q15. What other question(s) did the caller ask?

	SRG1104 [How to apply /reqs] [Conversion Enquiry]	
665	Wanted to know if all Examiner authorisations will transfer across to Part-FCL licence [Conversion Enquiry] [Exams]	Mar 20, 2013 7:33 PM
666	Pilot wanted to know if he could still do an IMC (now IRR) course or if that has now changed under Part-FCL [How to apply /reqs]	Mar 20, 2013 7:29 PM
667	Pilot wanted to know if FRTOL also got converted [Conversion Enquiry] [Extend / Change licence]	Mar 20, 2013 7:25 PM
668	Can a Non-UK Examiner sign the LPC in my licence? [Renewal Enquiry] [Training / Schools] [Exams]	Mar 20, 2013 7:23 PM
669	Have you received my previous LPC's over the last few years? [Chasing status] [Renewal Enquiry]	Mar 20, 2013 7:20 PM
670	Can a German TRE conduct the LPC? [Renewal Enquiry] [Flying abroad] [Training / Schools] [Exams]	Mar 20, 2013 7:17 PM
671	Additional documents received in support of current application	Mar 20, 2013 7:02 PM
672	Additional documents in PDF received for application. [Supporting Information]	Mar 20, 2013 7:01 PM
673	how do i convert and by when, i never had a reply to my email sent a while back [Chasing status] [Conversion Enquiry]	Mar 20, 2013 4:47 PM
674	What to do to renew rating within 3 years [Ratings]	Mar 20, 2013 4:46 PM
675	how do i renew my LP	Mar 20, 2013 4:44 PM
676	no reply from my email	Mar 20, 2013 4:44 PM
677	1500 hours can i do sim check before can any sim hours be counted [How to apply /reqs] [Training / Schools]	Mar 20, 2013 4:41 PM
678	chasing progress to see if medical is sorted yet [Chasing status]	Mar 20, 2013 4:40 PM
679	how do i get an additional rating IMC once licence is issued [Ratings]	Mar 20, 2013 4:39 PM
680	how do i get my licence verified [How to apply /reqs]	Mar 20, 2013 4:38 PM
681	can you self study for fiso exams [How to apply /reqs] [Training / Schools] [Exams]	Mar 20, 2013 4:35 PM
682	Correspondence address details so application that is with us can be sent to that address. [Supporting Information]	Mar 20, 2013 4:35 PM
683	have you rec 155 [Chasing status]	Mar 20, 2013 4:32 PM
684	dropping off application where can i park	Mar 20, 2013 4:30 PM
685	help with what to send in and form filling out [How to apply /reqs]	Mar 20, 2013 4:28 PM
686	duplicate receipts	Mar 20, 2013 4:27 PM
687	Cahnge of address details	Mar 20, 2013 4:27 PM

Page 11, Q15. What other question(s) did the caller ask?

688	Have you got 155 [Chasing status]	Mar 20, 2013 4:27 PM
689	Wanting information on the exact modules required to lift the limitations from basic licence.	Mar 20, 2013 4:27 PM
690	just checking you rec the paperwork. licence already signed [Chasing status] [Renewal Enquiry] [Supporting Information]	Mar 20, 2013 4:26 PM
691	Wanted to know if the additional documents have been received for application. [Chasing status] [Supporting Information]	Mar 20, 2013 4:26 PM
692	do you need to submit logbooks for renewal [How to apply /reqs] [Logbooks] [Renewal Enquiry]	Mar 20, 2013 4:24 PM
693	Further information about the reason's application has been placed into pending	Mar 20, 2013 4:24 PM
694	When are we issuing glider pilot licences [How to apply /reqs]	Mar 20, 2013 4:23 PM
695	Further information about the reasons for application being pended	Mar 20, 2013 4:23 PM
696	Has rec licence but has a query with it [Querying CAA Decision]	Mar 20, 2013 4:22 PM
697	can you do IR test in Italy [Ratings]	Mar 20, 2013 4:21 PM
698	Information about the new Groups and EASA limitations on licence.	Mar 20, 2013 4:21 PM
699	Wanted more information about pending application.	Mar 20, 2013 4:19 PM
700	if signed up on licence do i need to pay [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 4:18 PM
701	Wanted to confirm how to apply for the EASA Part 66 licence. [How to apply /reqs]	Mar 20, 2013 4:18 PM
702	Informing us of new address details.	Mar 20, 2013 4:18 PM
703	if i arrive before 11 today what time will i get it back, how many applications have we had today so far [How Long?]	Mar 20, 2013 4:17 PM
704	Chasing up status of application [Chasing status]	Mar 20, 2013 4:17 PM
705	Clarification on parts of the Commission Regulation (EU) No 1149/2011 and the CRS.	Mar 20, 2013 4:16 PM
706	conversion requirements [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 4:15 PM
707	Query with module 2 and if it needs to be completed when extending his licence from B1 to B2 also information on how to apply.	Mar 20, 2013 4:14 PM
708	What form [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 4:13 PM
709	Wanted to know if the renewal notification had been sent, if not how to apply for the renewal [How to apply /reqs] [Chasing status] [Renewal Enquiry]	Mar 20, 2013 4:13 PM
710	what additional paperwork when my examiner is German [How to apply /reqs]	Mar 20, 2013 4:12 PM

Page 11, Q15. What other question(s) did the caller ask?

711	Wanted information about the requirements to get an EASA Part 66 Aircraft Maintenance Licence [How to apply /reqs]	Mar 20, 2013 4:12 PM
712	pilots number of landings required in 90 days	Mar 20, 2013 4:11 PM
713	need fax number	Mar 20, 2013 4:10 PM
714	Chasing up status of application	Mar 20, 2013 4:09 PM
715	has verification been sent yet [Chasing status]	Mar 20, 2013 4:08 PM
716	Wanting information about the new groups and EASA limitations, placed on the licence.	Mar 20, 2013 4:08 PM
717	sent an email re test notifications but had no response	Mar 20, 2013 4:08 PM
718	Wanting to confirm the experience requirements for removal of limitations and if Module 7.7 was a requirement.	Mar 20, 2013 4:07 PM
719	where are the requirements found for converting to an EASA licence? Also flies a Bermudan registered aircraft in Moscow [How to apply /reqs] [Flying abroad] [Conversion Enquiry]	Mar 20, 2013 4:06 PM
720	Submitted additional documents through PDF for application we currently have in pending. [Supporting Information]	Mar 20, 2013 4:05 PM
721	Submitted through PDF the additional documents requested to proceed the application we currently have.	Mar 20, 2013 4:04 PM
722	requesting pages from CAP 741 to be sent to him. [Other]	Mar 20, 2013 4:04 PM
723	Chasing up status of application [Chasing status]	Mar 20, 2013 4:03 PM
724	Had some questions about pending email that was sent, and how to submit additional documents.	Mar 20, 2013 4:03 PM
725	does he need to complete C section on form for a C licence and what does he need to submit from his QM [How to apply /reqs]	Mar 20, 2013 4:02 PM
726	Wanted to know more information about the reasons for his application being placed into pending.	Mar 20, 2013 4:02 PM
727	how to keep licence valid regarding ratings [How to apply /reqs] [Renewal Enquiry] [Ratings]	Mar 20, 2013 4:01 PM
728	Query with recent application and licence received and why the Category C was not been granted	Mar 20, 2013 4:00 PM
729	who can sign of CofE page if head of training is not available? [Renewal Enquiry] [Training / Schools]	Mar 20, 2013 3:46 PM
730	exam validity to take my IR test [Exams] [Ratings]	Mar 20, 2013 3:37 PM
731	which number do i use i have two reference numbers [Other]	Mar 20, 2013 3:36 PM
732	why is my SEP not on my licence, how can i get it on there [Other]	Mar 20, 2013 3:34 PM
733	error on licence	Mar 20, 2013 3:33 PM

Page 11, Q15. What other question(s) did the caller ask?

734	checking the date of validity on the rating [Renewal Enquiry] [Ratings]	Mar 20, 2013 3:33 PM
735	cut up licence, now needs a replacement	Mar 20, 2013 3:31 PM
736	examiner Briefing, ATO -3years [Renewal Enquiry] [Exams]	Mar 20, 2013 3:30 PM
737	what to do with reval form if signed up [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 3:29 PM
738	What to do if lost licence	Mar 20, 2013 3:22 PM
739	exams need copy of ground exams as school has now closed. How does he get them? [Exams]	Mar 20, 2013 3:21 PM
740	Query regarding what application to submit and exams required [How to apply /reqs] [Exams]	Mar 20, 2013 3:20 PM
741	is a valid medical required for a renewal of IR in a sim [How to apply /reqs] [Renewal Enquiry] [Training / Schools] [Ratings]	Mar 20, 2013 3:18 PM
742	how do i upgrade, what hours? [How to apply /reqs] [Regrading Licence] [Extend / Change licence]	Mar 20, 2013 3:17 PM
743	how do i get a replacement if i have cut it up, how do i get this asap [Other]	Mar 20, 2013 3:15 PM
744	rang to advise he is in the process of transferring his medical [Other]	Mar 20, 2013 3:13 PM
745	query re. rejected letter [Querying CAA Decision]	Mar 20, 2013 3:11 PM
746	check form 1119b was acceptable and completed in full [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 3:10 PM
747	can i still operate the privileges of IMC on a UK licence	Mar 20, 2013 3:07 PM
748	Conversion requirements from Jar to easa and what docs to send in with forms [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 2:58 PM
749	Wants to renew licence and no current ratings, process to get current [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 2:55 PM
750	how to renew type ratings now on the back of the licence [How to apply /reqs] [Renewal Enquiry] [Ratings]	Mar 20, 2013 2:54 PM
751	training completed in ireland, what additional docs, and also does not want to hand over logbooks [How to apply /reqs] [Logbooks] [Change of State]	Mar 20, 2013 2:50 PM
752	Applying for RT on NNPL, what to fill in and who signs	Mar 20, 2013 2:11 PM
753	what requirements to convert [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 2:10 PM
754	What docs to give to the examiner, can he sign my licence [How to apply /reqs] [Renewal Enquiry] [Training / Schools] [Exams]	Mar 20, 2013 2:09 PM
755	medical requirments, no class 2, [How to apply /reqs]	Mar 20, 2013 2:08 PM
756	didnt know he needed to submit a form, was chasing if we had sent the verification, no fee or forms submitted. Not happy! [How to apply /reqs] [Chasing status]	Mar 20, 2013 2:06 PM

Page 11, Q15. What other question(s) did the caller ask?

757	sent out yesterday so no more questions [Chasing status]	Mar 20, 2013 2:05 PM
758	I cut up my licence and now been told i need a replacement [Renewal Enquiry]	Mar 20, 2013 2:04 PM
759	can you accept military experience [Military]	Mar 20, 2013 2:03 PM
760	what is the process [How to apply /reqs]	Mar 20, 2013 2:02 PM
761	when will i get it, been over 10 days [Chasing status] [Conversion Enquiry]	Mar 20, 2013 2:01 PM
762	what is required to renew [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 2:00 PM
763	what experience is needed to add additional type	Mar 20, 2013 1:59 PM
764	No current rating on ATPL so wants PPL, what requirements [How to apply /reqs]	Mar 20, 2013 1:57 PM
765	rules of rating validity [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 1:54 PM
766	can i come to the counter to drop off application, can i claim hours abroad [How to apply /reqs]	Mar 20, 2013 1:49 PM
767	how long will it take, and i want to change my address too [How Long?] [Change of State]	Mar 20, 2013 1:36 PM
768	application rejected and phoned to find out why., no logbooks, copies uncertified had a letter explaining but not happy [Conversion Enquiry] [Querying CAA Decision]	Mar 20, 2013 1:34 PM
769	LP requirements [LP Level / Requirements]	Mar 20, 2013 1:31 PM
770	how do i add, do i need to send in logbooks [How to apply /reqs] [Logbooks]	Mar 20, 2013 1:30 PM
771	requirement to meet LP [How to apply /reqs] [Renewal Enquiry] [LP Level / Requirements]	Mar 20, 2013 1:28 PM
772	UK briefing and test notification, 3 year rule [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 1:26 PM
773	how do i get my BCPL and PPI renewed with current ratings [How to apply /reqs] [Renewal Enquiry] [Ratings]	Mar 20, 2013 1:24 PM
774	requirements to convert and transfer a type, and paperwork needed for this [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 1:21 PM
775	wants duplicate receipts	Mar 20, 2013 1:19 PM
776	requirements [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 1:18 PM
777	requirements [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 1:03 PM
778	Faa verification, has it been done yet [Chasing status] [Verification]	Mar 20, 2013 12:59 PM
779	can it be done same day at counter [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 12:57 PM
780	can i still fly without paperwork assessed by CAA [How to apply /reqs] [Renewal Enquiry]	Mar 20, 2013 12:56 PM

Page 11, Q15. What other question(s) did the caller ask?

781	process to convert [How to apply /reqs] [Conversion Enquiry]	Mar 20, 2013 12:55 PM
782	FAA to UK conversion requirements [How to apply /reqs] [Conversion Enquiry] [Change of State]	Mar 20, 2013 12:52 PM
783	have you got doc 155 [Chasing status]	Mar 20, 2013 12:50 PM
784	wanting to know about training courses and fees	Mar 20, 2013 12:47 PM
785	EASA conversion and LP check [Conversion Enquiry] [LP Level / Requirements]	Mar 20, 2013 11:05 AM
786	has doc 155 been rec from IAA, medical now on system [Chasing status]	Mar 20, 2013 11:03 AM
787	UK to EASA, no current rating, not happy, wants to convert but does not need requirments [Conversion Enquiry] [Extend / Change licence]	Mar 20, 2013 10:58 AM
788	chasing reply to email regarding skills test validity for MEP/IR [Chasing status]	Mar 20, 2013 10:55 AM
789	help with section 9 on form SRG1104 [How to apply /reqs]	Mar 20, 2013 10:50 AM
790	chasing if verification had been emailed [Chasing status] [Verification]	Mar 20, 2013 10:39 AM
791	My licence was signed with TRI, is TRE included on TRI [Other]	Mar 20, 2013 9:49 AM
792	chasing a pending application [Chasing status]	Mar 20, 2013 9:47 AM
793	LP query level [Conversion Enquiry] [LP Level / Requirements]	Mar 20, 2013 9:44 AM
794	i need it for a job, can i get it expedited [Request to expedite]	Mar 20, 2013 9:41 AM
795	rejected due to examiner, queried why [Querying CAA Decision]	Mar 20, 2013 9:39 AM
796	will my licence have the level on it [LP Level / Requirements]	Mar 20, 2013 9:38 AM
797	already sent asked for tracking details [Other]	Mar 20, 2013 9:36 AM
798	chasing 155 doc [Chasing status]	Mar 20, 2013 9:33 AM
799	wanting to get the licence back asap, not yet been assessed [Chasing status]	Mar 20, 2013 9:18 AM
800	Chasing application and licence has been sent, asked for tracking details [Chasing status] [Renewal Enquiry]	Mar 20, 2013 9:16 AM
801	is the application looking ok, have i submitted everything [Chasing status] [Renewal Enquiry]	Mar 20, 2013 9:13 AM
802	chasing progress and already been sent so then requested tracking numbers [Chasing status] [Conversion Enquiry]	Mar 20, 2013 9:11 AM
803	Have you received doc 155 [Chasing status]	Mar 20, 2013 9:10 AM
804	Chasing the progress of a rejected night application [Chasing status]	Mar 20, 2013 9:08 AM
805	application rejected for experience, querying what was required [Chasing status] [Querying CAA Decision]	Mar 20, 2013 9:05 AM

Page 11, Q15. What other question(s) did the caller ask?

806	turnaround times [How Long?]	Mar 19, 2013 4:46 PM
807	chasing how long it takes [Chasing status] [Renewal Enquiry]	Mar 19, 2013 3:51 PM
808	Have you rec fax [Chasing status]	Mar 19, 2013 3:50 PM
809	Is everything you require there [How to apply /reqs] [Chasing status] [Conversion Enquiry]	Mar 19, 2013 3:49 PM
810	how long will it take [How Long?]	Mar 19, 2013 3:42 PM
811	chasing application that has already been sent back [Chasing status] [Conversion Enquiry]	Mar 19, 2013 3:41 PM
812	chasing how long it takes [How Long?] [Chasing status]	Mar 19, 2013 3:39 PM
813	Additional documents received in support of application. [Supporting Information]	Mar 19, 2013 3:32 PM
814	Email received from Quality Manager, requesting more information about the pending email sent from licensing officer.	Mar 19, 2013 3:30 PM
815	Question about a Part 147 organisation and there approval.	Mar 19, 2013 3:29 PM
816	Pymment details were incomplete on form so phoned to update [Supporting Information]	Mar 19, 2013 3:26 PM
817	responding to pending email and asking if the additional documents can be sent via email.	Mar 19, 2013 3:26 PM
818	chasing progress [Chasing status] [Conversion Enquiry]	Mar 19, 2013 3:24 PM
819	Requesting more information about why application was cancelled and returned to him. [Querying CAA Decision]	Mar 19, 2013 3:24 PM
820	medical delayed application [Conversion Enquiry]	Mar 19, 2013 3:23 PM
821	Engineer querying why the limitations 10 and 11 on his B1.1 category have been endorsed.	Mar 19, 2013 3:22 PM
822	How many working days [How Long?] [Chasing status] [Conversion Enquiry]	Mar 19, 2013 3:21 PM
823	Chasing up status of application and responding to an email regarding HATA (Part 147 organisation) [How Long?] [Chasing status]	Mar 19, 2013 3:21 PM
824	Requirements to remove limitations from type ratings held on licence	Mar 19, 2013 3:19 PM
825	Chasing up status of application	Mar 19, 2013 3:18 PM
826	asked for tracking number [Chasing status]	Mar 19, 2013 3:17 PM
827	Requesting information about the validity of the Part 66 exams once completed.	Mar 19, 2013 3:17 PM
828	Chasing up status of application [Chasing status]	Mar 19, 2013 3:16 PM
829	Information about Part Module 13 and the syllabus to remove limitations.	Mar 19, 2013 3:16 PM



Page 11, Q15. What other question(s) did the caller ask?

830	Wanting to know if there are any exemptions for the modules based on an academic course being completed. [exemptions]	Mar 19, 2013 3:13 PM
831	also asking how to pay the fees. [How to apply /reqs]	Mar 19, 2013 3:09 PM
832	Submitted certified copy of passport for application with us. [Supporting Information]	Mar 19, 2013 3:06 PM
833	enquiring about Human Factors online training	Mar 19, 2013 3:05 PM
834	Confirmation of new address for licence.	Mar 19, 2013 3:04 PM
835	Bank details submitted for refund process.	Mar 19, 2013 3:03 PM
836	Just chasing up application form [Chasing status]	Mar 19, 2013 2:59 PM
837	Requesting how much the service was and how he will receive back after application has been cancelled. [How to apply /reqs]	Mar 19, 2013 2:58 PM
838	Could we expedite application as requires licence for operational needs.	Mar 19, 2013 2:56 PM
839	passed to exams	Mar 19, 2013 12:59 PM
840	UK to EASA requirements [Conversion Enquiry] [Change of State] [Extend / Change licence]	Mar 19, 2013 12:58 PM
841	call transferred to LO	Mar 19, 2013 12:57 PM
842	Radio Transfer, what are the requirements	Mar 19, 2013 12:56 PM
843	checking level	Mar 19, 2013 12:53 PM
844	can we accept Australian LP	Mar 19, 2013 12:52 PM
845	test notification and briefing	Mar 19, 2013 12:51 PM
846	Test Notification and briefing, what paperwork and terms	Mar 19, 2013 12:49 PM
847	its a new course, email sent chasing reply [Chasing status]	Mar 19, 2013 12:48 PM
848	where are the seminars [Renewal Enquiry] [Training / Schools] [Exams]	Mar 19, 2013 12:47 PM
849	is the licence valid for life, what about my IR	Mar 19, 2013 12:46 PM
850	exams theory Process [Exams]	Mar 19, 2013 12:45 PM
851	how to fill in form [How to apply /reqs]	Mar 19, 2013 12:44 PM
852	do i need to renew my medical	Mar 19, 2013 12:43 PM
853	requirements [How to apply /reqs]	Mar 19, 2013 12:39 PM
854	can i cut up my licence	Mar 19, 2013 12:37 PM
855	querying section 10 Seperate examiner [Renewal Enquiry] [Training / Schools] [Exams]	Mar 19, 2013 11:59 AM
856	Requirements to renew [How to apply /reqs] [Renewal Enquiry]	Mar 19, 2013 11:54 AM



Page 11, Q15. What other question(s) did the caller ask?

857	How to correct a spelling error on the licence received. [Other]	Mar 19, 2013 11:54 AM
858	what is the process [How to apply /reqs]	Mar 19, 2013 11:52 AM
859	Forms to update LP level [How to apply /reqs] [Renewal Enquiry] [LP Level / Requirements]	Mar 19, 2013 11:48 AM
860	LP Level [Conversion Enquiry] [LP Level / Requirements]	Mar 19, 2013 11:47 AM
861	checking rejection	Mar 19, 2013 11:46 AM
862	Test notification, confirming info [Supporting Information]	Mar 19, 2013 10:32 AM
863	what is the process [How to apply /reqs]	Mar 19, 2013 10:30 AM
864	Wanted to apply for examiner briefing	Mar 19, 2013 10:30 AM
865	Plus additional night application. What supporting docs are required [How to apply /reqs] [Conversion Enquiry] [Extend / Change licence]	Mar 19, 2013 10:26 AM
866	Confirming they have sent everything in [How to apply /reqs] [Chasing status] [Conversion Enquiry]	Mar 19, 2013 10:25 AM
867	Confirming forms info [How to apply /reqs] [Conversion Enquiry]	Mar 19, 2013 10:23 AM
868	What is the process when you have the new licence [How to apply /reqs]	Mar 19, 2013 10:21 AM
869	Checking LP level [Conversion Enquiry] [LP Level / Requirements]	Mar 19, 2013 10:19 AM
870	Requirments [How to apply /reqs] [Conversion Enquiry]	Mar 19, 2013 10:18 AM
871	LP [Conversion Enquiry] [LP Level / Requirements]	Mar 19, 2013 10:03 AM
872	Conversion and upgrade requirments, also query LP [Extend / Change licence] [LP Level / Requirements]	Mar 19, 2013 9:48 AM
873	Help completing form [How to apply /reqs] [Conversion Enquiry]	Mar 19, 2013 9:39 AM
874	Permit to fly on SEP	Mar 19, 2013 9:33 AM
875	IMC/TMG priviledges on UK Annex 2 Aircraft	Mar 19, 2013 9:31 AM
876	Call passed to exams [Exams]	Mar 19, 2013 9:29 AM
877	Name spelt wrong on licence, what do i need to do	Mar 19, 2013 9:22 AM
878	Querying paperwork rejected [Conversion Enquiry] [Querying CAA Decision]	Mar 19, 2013 9:21 AM
879	Advised form 3104	Mar 19, 2013 9:19 AM
880	Questions regarding filling out form [How to apply /reqs] [Conversion Enquiry]	Mar 19, 2013 9:18 AM
881	Wanted to change name at the same time [Renewal Enquiry] [Changing address/details]	Mar 19, 2013 9:17 AM
882	Wanted to know Change of state form Non uk to UK [Renewal Enquiry] [Change of State]	Mar 19, 2013 9:02 AM

Page 11, Q15. What other question(s) did the caller ask?

883	Times of counter service	Mar 19, 2013 9:01 AM
884	What modules and breakdown of eldweb	Mar 19, 2013 8:59 AM
885	Also adding additional ratings [Conversion Enquiry] [Ratings]	Mar 19, 2013 8:55 AM
886	Requirements for conversion of South African Licence [Conversion Enquiry] [Change of State] [Extend / Change licence]	Mar 19, 2013 8:54 AM
887	Question about whether a type class rating could be renewed and converted on the same day. Documents have previously been sent to the CAA by email. [How to apply /reqs] [Conversion Enquiry]	Mar 14, 2013 5:48 PM
888	Medical expired [How to apply /reqs] [Conversion Enquiry]	Mar 14, 2013 5:45 PM
889	Question around applying for a PPL based on ICAO flying hours [How to apply /reqs]	Mar 14, 2013 5:44 PM
890	Requirements for CPL. Caller was referred to CAP 804 [How to apply /reqs]	Mar 14, 2013 5:41 PM
891	Called about counter service and ATPL issue forms [How to apply /reqs]	Mar 14, 2013 5:35 PM
892	Looking for conversion and renewal information. Called about PPL and FRTOL [How to apply /reqs] [Conversion Enquiry] [Extend / Change licence]	Mar 14, 2013 5:33 PM
893	Calling about conversion and counter service, and identifying relevant forms and fees [How to apply /reqs] [Conversion Enquiry]	Mar 14, 2013 5:30 PM
894	Question about exams [Exams]	Mar 14, 2013 5:29 PM
895	C of A validation and wrong address	Mar 14, 2013 5:28 PM
896	Calling about revalidation for an examiner - 12 hours [Renewal Enquiry] [Training / Schools] [Exams]	Mar 14, 2013 5:26 PM
897	Question about retaining UK scheme of charges. Keep UK PPL for free annex [How to apply /reqs] [Conversion Enquiry]	Mar 14, 2013 5:22 PM
898	Does the licence have to be valid to be verified?	Mar 14, 2013 5:19 PM
899	Information about counter service and fee [How to apply /reqs]	Mar 14, 2013 5:17 PM
900	Had a question about completing a particular section (not specified which) [How to apply /reqs] [Renewal Enquiry]	Mar 14, 2013 5:14 PM
901	Looking for forms to complete the renewal of rating [How to apply /reqs] [Renewal Enquiry] [Ratings]	Mar 14, 2013 5:08 PM
902	Can 16 hours training from Pakistan be used towards CPL. [Training / Schools]	Mar 14, 2013 5:07 PM
903	How to convert JAR CPL. Has a Turkish medical, is this valid? [Flying abroad] [Conversion Enquiry] [Change of State]	Mar 14, 2013 5:05 PM
904	How to renew EXP rating [How to apply /reqs] [Renewal Enquiry]	Mar 14, 2013 5:03 PM
905	Question about military credits for issue of Engineering Licence [Military]	Mar 14, 2013 5:01 PM

Page 11, Q15. What other question(s) did the caller ask?

906	What do I need to do to become an English Language Proficiency Examiner?	Mar 14, 2013 4:50 PM
907	I damaged (cut) my licence. How can I get the replacement. How much is it?	Mar 14, 2013 4:48 PM
908	How much is a conversion? Which documents do I need to submit? [How to apply /reqs] [Conversion Enquiry]	Mar 14, 2013 4:36 PM
909	Can I add my 777 rating from Qatar in my JAR Licence?	Mar 14, 2013 4:34 PM
910	Do I need a current rating to convert JAR PPL to EASA? [How to apply /reqs] [Conversion Enquiry]	Mar 14, 2013 4:31 PM
911	im missing my type rating, no current rating be ale to convert and not very happy. [Conversion Enquiry] [Ratings]	Mar 13, 2013 3:59 PM
912	training in florida [Training / Schools]	Mar 13, 2013 3:47 PM
913	hours required looked in CAP 804 [Training / Schools]	Mar 13, 2013 3:46 PM
914	checking his exam result [Chasing status] [Exams]	Mar 13, 2013 3:45 PM
915	Query CRM1 [Other]	Mar 13, 2013 3:44 PM
916	checking forms were core4ct [Chasing status] [Conversion Enquiry]	Mar 13, 2013 3:42 PM
917	chasing email [Chasing status]	Mar 13, 2013 3:42 PM
918	Wanted breakdown of application and supporting docs [How to apply /reqs]	Mar 13, 2013 3:41 PM
919	what is the process	Mar 13, 2013 3:39 PM
920	Need it done ASAP as need it to fly	Mar 13, 2013 3:38 PM
921	verification process	Mar 13, 2013 3:36 PM
922	SEP not on licence	Mar 13, 2013 3:35 PM
923	skills test validity [Training / Schools]	Mar 13, 2013 3:33 PM
924	can i drop off application at the counter for you to check [How to apply /reqs]	Mar 13, 2013 3:30 PM
925	filling out form 1104 and medical query [How to apply /reqs]	Mar 13, 2013 3:29 PM
926	can an examiner from another state sign my licence [Renewal Enquiry] [Flying abroad] [Training / Schools] [Exams]	Mar 13, 2013 3:27 PM
927	Did u rec my email this morning [Chasing status] [Conversion Enquiry]	Mar 13, 2013 3:26 PM
928	LPC done in turkey, is it acceptable [Renewal Enquiry] [Flying abroad] [Training / Schools] [Exams]	Mar 13, 2013 3:24 PM
929	Did you rec email sent to policy [Chasing status] [Conversion Enquiry]	Mar 13, 2013 3:23 PM
930	process [How to apply /reqs]	Mar 13, 2013 3:22 PM
931	How quickly can it be done	Mar 13, 2013 3:21 PM

Page 11, Q15. What other question(s) did the caller ask?

932	Multiple applications needing help with documents [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 3:20 PM
933	Have you rec additinal examiner report [Chasing status]	Mar 13, 2013 3:18 PM
934	What is the process [How to apply /reqs]	Mar 13, 2013 3:16 PM
935	requirments for MEIR [How to apply /reqs]	Mar 13, 2013 3:15 PM
936	also wanting to renew rating and asking about examiner briefing [Conversion Enquiry] [Ratings]	Mar 13, 2013 3:13 PM
937	checking we received chque with appl [Chasing status]	Mar 13, 2013 3:12 PM
938	can conversion be same day at counter [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 3:11 PM
939	experience accepted from military [Military]	Mar 13, 2013 2:59 PM
940	can i keep UK ATPL and EASA CPL [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 2:57 PM
941	training requirements, also querying LP level [Training / Schools] [LP Level / Requirements]	Mar 13, 2013 2:56 PM
942	What is LV remark [Other]	Mar 13, 2013 2:52 PM
943	Query hours required; hours done outside of uk [How to apply /reqs] [Training / Schools]	Mar 13, 2013 2:51 PM
944	New 3 year rule [Renewal Enquiry]	Mar 13, 2013 2:50 PM
945	have we got 155 yet [Chasing status]	Mar 13, 2013 2:49 PM
946	medical, LP and ratings queries [Conversion Enquiry] [Ratings]	Mar 13, 2013 2:47 PM
947	Lost application [Renewal Enquiry]	Mar 13, 2013 2:45 PM
948	wrong application form submitted in the first instance, gave advice on form to complete [How to apply /reqs]	Mar 13, 2013 2:43 PM
949	is LP details received [Chasing status] [Conversion Enquiry] [LP Level / Requirements]	Mar 13, 2013 2:41 PM
950	chasing why appl has been rejected for LP [Conversion Enquiry] [Querying CAA Decision]	Mar 13, 2013 2:39 PM
951	Is doc 155 received [Chasing status]	Mar 13, 2013 2:38 PM
952	LP level, and how to get level 6 [How to apply /reqs] [LP Level / Requirements]	Mar 13, 2013 2:37 PM
953	do not know they needed to send in a form	Mar 13, 2013 2:36 PM
954	reval or rating and Instrument rating, confused of fees and docs required [How to apply /reqs] [Renewal Enquiry] [Ratings]	Mar 13, 2013 2:36 PM
955	turnaround times [How Long?] [Conversion Enquiry]	Mar 13, 2013 2:34 PM

Page 11, Q15. What other question(s) did the caller ask?

956	exam transfer	Mar 13, 2013 2:32 PM
957	can issue be done same day [How to apply /reqs]	Mar 13, 2013 2:16 PM
958	can it be done same day	Mar 13, 2013 2:14 PM
959	LPC done by foreign examiner what is the process for paperwork [Renewal Enquiry] [Flying abroad] [Training / Schools] [Exams]	Mar 13, 2013 2:13 PM
960	can this sevice be done same day, how do i change my adress too [How to apply /reqs] [Changing address/details]	Mar 13, 2013 2:12 PM
961	queries with form and checking the LP level [How to apply /reqs] [LP Level / Requirements]	Mar 13, 2013 2:10 PM
962	155 received yet?	Mar 13, 2013 2:08 PM
963	requirements and documents [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 1:28 PM
964	sameday? counter opening times	Mar 13, 2013 1:25 PM
965	additional docs required [Supporting Information]	Mar 13, 2013 1:24 PM
966	how to fill out forms [How to apply /reqs] [Renewal Enquiry]	Mar 13, 2013 1:21 PM
967	why was my application rejected [Conversion Enquiry] [Querying CAA Decision]	Mar 13, 2013 1:20 PM
968	how to convert to EASA [How to apply /reqs] [Conversion Enquiry] [Extend / Change licence]	Mar 13, 2013 1:19 PM
969	aplication was rejected and wants to get further clarification [Conversion Enquiry] [Querying CAA Decision]	Mar 13, 2013 1:17 PM
970	can it be same day and book afternoon slot [How to apply /reqs]	Mar 13, 2013 1:16 PM
971	requirements for conversion [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 1:14 PM
972	validity of skills test [Training / Schools]	Mar 13, 2013 1:12 PM
973	Need proof of my exams	Mar 13, 2013 1:11 PM
974	Can i do my exams in Turkey. [Training / Schools] [Exams]	Mar 13, 2013 1:09 PM
975	Help with form SRG 1183A (section 8) ATPL Diploma from Portugal [How to apply /reqs] [Flying abroad] [Conversion Enquiry]	Mar 13, 2013 1:09 PM
976	can you please reply to my email sent in January [Chasing status] [Conversion Enquiry]	Mar 13, 2013 1:07 PM
977	what LP level am i	Mar 13, 2013 1:05 PM
978	what is my LP level [Conversion Enquiry] [LP Level / Requirements]	Mar 13, 2013 1:02 PM
979	chasing response to email sent 3 weeks ago [Chasing status] [Conversion Enquiry]	Mar 13, 2013 12:58 PM
980	can you reply to email sent 4 weeks ago regarding requirements [Chasing	Mar 13, 2013 12:44 PM

Page 11, Q15. What other question(s) did the caller ask?

	status] [Conversion Enquiry]	
981	missing ratings on returned licence [Conversion Enquiry] [Querying CAA Decision] [Ratings]	Mar 13, 2013 12:43 PM
982	waiting for email reply. Waited weeks! [Chasing status] [Conversion Enquiry]	Mar 13, 2013 12:42 PM
983	requirements [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 12:40 PM
984	are they booked yet [Chasing status]	Mar 13, 2013 12:39 PM
985	Sailplane licence queries and when we will be issuing them [How to apply /reqs]	Mar 13, 2013 12:37 PM
986	acceptable ID and can we certify it [Supporting Information]	Mar 13, 2013 12:35 PM
987	what conversion requirements are [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 12:34 PM
988	is it a same day service [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 12:32 PM
989	within 10 working days still [How Long?] [Conversion Enquiry]	Mar 13, 2013 12:30 PM
990	query where it can be done	Mar 13, 2013 12:29 PM
991	Training done in turkey, what additional docs are required [How to apply /reqs] [Flying abroad] [Conversion Enquiry] [Training / Schools]	Mar 13, 2013 12:27 PM
992	what are the requirements for conversion [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 12:25 PM
993	What are requirments for conversion [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 12:19 PM
994	what are the conversion requirments [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 12:18 PM
995	Wanted help filling the form in [How to apply /reqs]	Mar 13, 2013 12:05 PM
996	Copies of receipts required	Mar 13, 2013 12:04 PM
997	Application not tracked [Other]	Mar 13, 2013 12:00 PM
998	LPC expired in 2009 but now works in UAE, how to renew [How to apply /reqs] [Flying abroad] [Conversion Enquiry]	Mar 13, 2013 11:53 AM
999	Very unhappy customer	Mar 13, 2013 11:50 AM
1000	Rating was expiring so wanted to know how to renew [How to apply /reqs] [Conversion Enquiry] [Ratings]	Mar 13, 2013 11:48 AM
1001	Requirments to transfer a type [How to apply /reqs] [Renewal Enquiry] [Extend / Change licence] [Ratings]	Mar 13, 2013 11:46 AM
1002	How the ratings will transfer, how to convert medical [How to apply /reqs] [Conversion Enquiry] [Extend / Change licence] [Ratings]	Mar 13, 2013 11:44 AM
1003	Wants LP level confirmed to company	Mar 13, 2013 11:35 AM

Page 11, Q15. What other question(s) did the caller ask?

1004	Requirements for issue of SEP Helicopter [How to apply /reqs]	Mar 13, 2013 11:33 AM
1005	can we provide employer with language level	Mar 13, 2013 11:30 AM
1006	Have you received additional info that has been requested [Chasing status] [Conversion Enquiry]	Mar 13, 2013 11:07 AM
1007	querying the licence that has been issued and why payment was refunded [Querying CAA Decision]	Mar 13, 2013 11:06 AM
1008	turnaround times, same day service? [How Long?] [Conversion Enquiry]	Mar 13, 2013 11:05 AM
1009	Query reject letter and additional experience that has been requested [Querying CAA Decision]	Mar 13, 2013 11:03 AM
1010	when test results will be sent	Mar 13, 2013 11:02 AM
1011	Query reject letter [Conversion Enquiry] [Querying CAA Decision]	Mar 13, 2013 11:01 AM
1012	isd missing an LV remark against a rating [Conversion Enquiry] [Querying CAA Decision] [Ratings]	Mar 13, 2013 11:00 AM
1013	counter service opening times, and what can be done same day	Mar 13, 2013 10:57 AM
1014	any other supporting docs required [Supporting Information]	Mar 13, 2013 10:54 AM
1015	asking for clarification on the three year rule [How to apply /reqs] [Renewal Enquiry]	Mar 13, 2013 10:50 AM
1016	how long does the application take [How Long?] [How to apply /reqs] [Renewal Enquiry]	Mar 13, 2013 10:48 AM
1017	Query regarding IR CAP 804 Sec 4, part 6 subpart 1	Mar 13, 2013 10:45 AM
1018	Licence was cut, he was unhappy that this was not clear, needed to get another copy [Conversion Enquiry] [Querying CAA Decision]	Mar 13, 2013 10:43 AM
1019	what training is required to renew [How to apply /reqs] [Renewal Enquiry]	Mar 13, 2013 10:41 AM
1020	sent in 2 emails and not yet had a response [Chasing status]	Mar 13, 2013 10:37 AM
1021	application rejected as needed more work records, needed advice [Querying CAA Decision]	Mar 13, 2013 10:36 AM
1022	licence expires tomorrow, can it be done same day [How to apply /reqs] [Renewal Enquiry]	Mar 13, 2013 10:34 AM
1023	is ID required for duplicate licence	Mar 13, 2013 10:30 AM
1024	help completing the form [How to apply /reqs]	Mar 13, 2013 10:27 AM
1025	has 155 been sent	Mar 13, 2013 10:26 AM
1026	Had completed the conversion form instead of 1105a for issue [How to apply /reqs]	Mar 13, 2013 10:24 AM
1027	Can it be done same day	Mar 13, 2013 10:20 AM

Page 11, Q15. What other question(s) did the caller ask?

1028	Querying the expiry date [Renewal Enquiry] [Querying CAA Decision]	Mar 13, 2013 10:18 AM
1029	Why was a cheque returned to him	Mar 13, 2013 10:12 AM
1030	turnaround times [How Long?] [How to apply /reqs] [Renewal Enquiry]	Mar 13, 2013 10:08 AM
1031	Is it available same day service at counter [How to apply /reqs] [Conversion Enquiry]	Mar 13, 2013 9:48 AM





Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

1	Found info required	Mar 22, 2013 10:12 PM
2	Is not bad found the form,	Mar 22, 2013 10:11 PM
3	Not very easy to find info	Mar 22, 2013 10:09 PM
4	Only for contact details, it's too complicated to find specific details	Mar 22, 2013 10:08 PM
5	Didn't find it easy to navigate	Mar 22, 2013 10:06 PM
6	Full of info that confused me	Mar 22, 2013 10:04 PM
7	Used it in the past and find it too difficult to locate what you are looking for. Look forward to seeing improvements	Mar 22, 2013 10:03 PM
8	Useless	Mar 22, 2013 10:01 PM
9	Pilot was angry as waited 19 mins to get through so wouldn't answer questions	Mar 22, 2013 9:57 PM
10	Relatively easy	Mar 22, 2013 9:45 PM
11	Call transferred	Mar 22, 2013 9:44 PM
12	Extremely angry about application	Mar 22, 2013 9:40 PM
13	Most refer to doc 804 which is complicated, the quick links are difficult	Mar 22, 2013 9:38 PM
14	forms easy, but googles not found website	Mar 22, 2013 9:27 PM
15	fine no problem but changes are confusing	Mar 22, 2013 9:24 PM
16	hard going	Mar 22, 2013 9:21 PM
17	not easy	Mar 22, 2013 9:19 PM
18	not easy not user friendly	Mar 22, 2013 9:17 PM
19	not helpful at all	Mar 22, 2013 9:14 PM
20	didnt look just wanted telephone number	Mar 22, 2013 9:12 PM
21	was not easy to find what you needed	Mar 22, 2013 9:09 PM
22	Its ok but struggled to find the forms	Mar 22, 2013 8:58 PM
23	its fine	Mar 22, 2013 8:56 PM
24	dont remeber sits bee months since i have been on there	Mar 22, 2013 8:53 PM
25	it is workable once in	Mar 22, 2013 8:52 PM
26	ok but info on there is so confusing, i have lost heart and given up. Easier to ring and speak to someone	Mar 22, 2013 8:51 PM
27	easy good	Mar 22, 2013 8:47 PM
28	its kind of easy but could be improved	Mar 22, 2013 6:27 PM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

29	its good	Mar 22, 2013 6:25 PM
30	Couldn't find the information I needed	Mar 21, 2013 7:00 PM
31	No, one of the worst websites I have come across.	Mar 21, 2013 6:49 PM
32	Not easy read	Mar 21, 2013 6:20 PM
33	Had a look on the website but couldn't find the answer so had to email. Tried to call but couldn't get through.	Mar 21, 2013 5:14 PM
34	Very confused by looking at the website, pilot was very angry in his email as believed it was a simple question yet he could not get the answer	Mar 21, 2013 4:49 PM
35	Wanted written clarification of CAP 804	Mar 21, 2013 3:48 PM
36	Didn't give me the answer I needed	Mar 21, 2013 3:39 PM
37	Not easy	Mar 21, 2013 3:20 PM
38	Couldn't find the answers so had to email in	Mar 21, 2013 2:55 PM
39	Ok	Mar 21, 2013 12:34 PM
40	ok	Mar 21, 2013 12:24 PM
41	ok	Mar 21, 2013 11:55 AM
42	OK, still had to email in for clarification	Mar 21, 2013 11:42 AM
43	Difficult	Mar 21, 2013 11:36 AM
44	Not really	Mar 21, 2013 11:17 AM
45	Very difficult to understand so email sent in	Mar 21, 2013 11:11 AM
46	Couldn't find the information I needed	Mar 21, 2013 11:06 AM
47	Difficult	Mar 21, 2013 10:57 AM
48	Rubbish website - I just want a simple answer	Mar 21, 2013 10:47 AM
49	Found contact details and sent in email as couldn't get through on the telephone	Mar 21, 2013 10:44 AM
50	It was ok, just typed in 'Language Proficiency' in the search box	Mar 21, 2013 10:38 AM
51	Couldn't find the answer	Mar 21, 2013 10:36 AM
52	Didn't answer my question	Mar 21, 2013 10:29 AM
53	ok but forms are confusing, errors on forms in the guidance notes, prices need to be much easier to check	Mar 21, 2013 12:33 AM
54	EASA is confusing, need to know renewal process, help finding forms, but generally easy to navigate	Mar 21, 2013 12:31 AM
55	couldnt find info	Mar 21, 2013 12:28 AM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

56	Not too bad, better than some	Mar 21, 2013 12:25 AM
57	ok but couldnt locate info in FAQs info in CAP 804 is so confusing	Mar 21, 2013 12:19 AM
58	fairy easy but unable to locate answer to query	Mar 21, 2013 12:17 AM
59	not clear	Mar 21, 2013 12:13 AM
60	ok	Mar 21, 2013 12:07 AM
61	yes	Mar 21, 2013 12:06 AM
62	got lost	Mar 21, 2013 12:00 AM
63	easy	Mar 20, 2013 11:58 PM
64	ok	Mar 20, 2013 11:15 PM
65	confused for type conversion ICAO	Mar 20, 2013 11:12 PM
66	no good info, side bar not good	Mar 20, 2013 11:04 PM
67	useless	Mar 20, 2013 11:02 PM
68	looked at email from [REDACTED] and phoned straight away to check she has rec everything	Mar 20, 2013 10:56 PM
69	very difficult too many forms	Mar 20, 2013 10:53 PM
70	couldnt find form for upgrade, wants it sent by email	Mar 20, 2013 10:51 PM
71	needed to call to confirm	Mar 20, 2013 10:48 PM
72	confusing to find way around	Mar 20, 2013 10:44 PM
73	ok	Mar 20, 2013 10:43 PM
74	yes confusing, not easy forms either	Mar 20, 2013 10:42 PM
75	not happy to answer questions	Mar 20, 2013 10:40 PM
76	found it ok but then couldnt work out forms or fees easily	Mar 20, 2013 10:35 PM
77	ok, pretty easy	Mar 20, 2013 10:34 PM
78	ok but found nothing on test notification	Mar 20, 2013 10:28 PM
79	in a hurry	Mar 20, 2013 10:26 PM
80	not clear	Mar 20, 2013 10:25 PM
81	rude cannot ask questions	Mar 20, 2013 10:21 PM
82	couldn't find what looking for	Mar 20, 2013 10:20 PM
83	know it is not easy to find stuff	Mar 20, 2013 10:17 PM
84	no not obvious to find what I wanted FAQ did not answer	Mar 20, 2013 10:15 PM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

85	only used it to get telephone number but ok	Mar 20, 2013 10:07 PM
86	Average	Mar 20, 2013 10:06 PM
87	more or less	Mar 20, 2013 10:04 PM
88	No - contact page is the easiest as it had the CAA phone number on it!	Mar 20, 2013 10:03 PM
89	Used it a lot in the past and find it very useful	Mar 20, 2013 10:00 PM
90	Hard to find way around website	Mar 20, 2013 9:58 PM
91	Hard to find documents, searched FAQ's but no use	Mar 20, 2013 9:55 PM
92	Very useful, laid out well. Fee calculator confusing	Mar 20, 2013 9:47 PM
93	incorrect guidance notes, Contents and advice, info on verifications	Mar 20, 2013 9:44 PM
94	No information found	Mar 20, 2013 9:39 PM
95	It's ok, not the easier website to navigate around - could be simplified	Mar 20, 2013 9:26 PM
96	Difficult at first but then became familiar with it	Mar 20, 2013 9:13 PM
97	no access	Mar 20, 2013 8:57 PM
98	Rubbish	Mar 20, 2013 8:56 PM
99	difficult to find info	Mar 20, 2013 8:55 PM
100	ok	Mar 20, 2013 8:54 PM
101	Very helpful	Mar 20, 2013 8:51 PM
102	Helpful	Mar 20, 2013 8:48 PM
103	Pretty easy	Mar 20, 2013 8:41 PM
104	Confusing!	Mar 20, 2013 8:35 PM
105	Very confusing	Mar 20, 2013 8:33 PM
106	Did not find it helpful	Mar 20, 2013 7:40 PM
107	It was ok	Mar 20, 2013 7:37 PM
108	It was ok, found some of the answers to my questions but not all	Mar 20, 2013 7:35 PM
109	Not very clear if you are busy and rushing - need lots of time to read it	Mar 20, 2013 7:34 PM
110	Not easy to read or understand	Mar 20, 2013 7:30 PM
111	Application forms are too confusing - didn't know how many forms to fill in	Mar 20, 2013 7:28 PM
112	Very good, lots of information	Mar 20, 2013 7:24 PM
113	Good but sometimes difficult to get to the point	Mar 20, 2013 7:22 PM
114	Difficult to understand	Mar 20, 2013 7:18 PM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

115	Very difficult	Mar 20, 2013 7:16 PM
116	Website was ok, couldn't find the fee and form so had to call in	Mar 20, 2013 7:14 PM
117	not helpful	Mar 20, 2013 4:46 PM
118	couldnt get any help online	Mar 20, 2013 4:45 PM
119	very hard to navigate	Mar 20, 2013 4:38 PM
120	only for contact number	Mar 20, 2013 4:37 PM
121	search function	Mar 20, 2013 4:35 PM
122	ok	Mar 20, 2013 4:34 PM
123	just to get address and tel no	Mar 20, 2013 4:33 PM
124	not really	Mar 20, 2013 4:32 PM
125	quite helpful, found contact number	Mar 20, 2013 4:31 PM
126	no internet	Mar 20, 2013 4:29 PM
127	yes to find number	Mar 20, 2013 4:28 PM
128	not happy so wouldnt answer	Mar 20, 2013 4:23 PM
129	needs better search function, too many results	Mar 20, 2013 4:22 PM
130	easier than old site for FCL forms, but still needs a better search function.	Mar 20, 2013 4:19 PM
131	not easy to use, but did find contact number	Mar 20, 2013 4:14 PM
132	only to locate contact number	Mar 20, 2013 4:09 PM
133	not really, he also does not believe that the info exists on the web	Mar 20, 2013 4:07 PM
134	looked in past and struggle to locate, its easier to get us to direct him to exactly where it is	Mar 20, 2013 4:03 PM
135	difficult to find info	Mar 20, 2013 4:01 PM
136	Hard to navigate way around, Search function is not good, finds google search better for links to caa.co.uk	Mar 20, 2013 3:48 PM
137	too much info, easier to ring,	Mar 20, 2013 3:38 PM
138	very hard to locate information but once there, its good info	Mar 20, 2013 3:36 PM
139	very easy and nice enough	Mar 20, 2013 3:32 PM
140	worse since EASA, hard to source info,	Mar 20, 2013 3:20 PM
141	hard to find info required	Mar 20, 2013 3:17 PM
142	couldn't see my answer hence call	Mar 20, 2013 3:16 PM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

143	needs better search function	Mar 20, 2013 3:14 PM
144	easy to find scheme of charges but a big document	Mar 20, 2013 3:11 PM
145	easy to use and navigate, but info very complex and hard to digest	Mar 20, 2013 3:01 PM
146	no internet access, but used in the past and found to confusing, far to much info	Mar 20, 2013 2:56 PM
147	ok	Mar 20, 2013 2:51 PM
148	ok	Mar 20, 2013 2:05 PM
149	could not find info	Mar 20, 2013 2:03 PM
150	no as driving	Mar 20, 2013 1:55 PM
151	Not the easiest, only got telephone number on this occasion, took a while to find CAP.	Mar 20, 2013 1:53 PM
152	Difficult to find forms,used to be easy with LASORS to see requirments	Mar 20, 2013 1:37 PM
153	Very Grumpy	Mar 20, 2013 1:35 PM
154	not really, couldnt find what i wanted	Mar 20, 2013 1:32 PM
155	Not happy as did not have copies of logbook and has lost them. not happy to answer these questions	Mar 20, 2013 1:30 PM
156	no couldn't find anything on LP	Mar 20, 2013 1:29 PM
157	not easy to understand, English is not my first language	Mar 20, 2013 1:27 PM
158	yes	Mar 20, 2013 1:25 PM
159	too difficult to find answer	Mar 20, 2013 1:23 PM
160	reasonable	Mar 20, 2013 1:12 PM
161	payment not clear	Mar 20, 2013 1:06 PM
162	quicker to ring in as found it complicated to use in the past	Mar 20, 2013 12:58 PM
163	not easy to navigate	Mar 20, 2013 12:55 PM
164	not clear, didnt throw up anything complex	Mar 20, 2013 12:54 PM
165	ok but didnt have answer to query as no tack progress of licences	Mar 20, 2013 12:51 PM
166	ok but could be improved	Mar 20, 2013 11:04 AM
167	Not happy man, not willing to answer questions	Mar 20, 2013 10:59 AM
168	i could not find info and didnt know where to look.	Mar 20, 2013 10:57 AM
169	difficult to find more info regarding what to write on the form	Mar 20, 2013 10:54 AM
170	ok	Mar 20, 2013 10:37 AM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

171	not time to answer these questions, not very happy	Mar 20, 2013 10:35 AM
172	hard to locate info reqd	Mar 20, 2013 10:31 AM
173	ok	Mar 20, 2013 9:53 AM
174	not bad, but too much info	Mar 20, 2013 9:52 AM
175	yes but did not answer my specific questions	Mar 20, 2013 9:50 AM
176	Not a happy customer, did not ask questions	Mar 20, 2013 9:47 AM
177	ok but couldnt find answer to my query regarding LP levels	Mar 20, 2013 9:45 AM
178	ok but could work out my fees for my application	Mar 20, 2013 9:43 AM
179	ok,	Mar 20, 2013 9:42 AM
180	ok	Mar 20, 2013 9:34 AM
181	ok	Mar 20, 2013 9:33 AM
182	ok	Mar 20, 2013 9:31 AM
183	ok but needs to be easier to locate guidance on applications, what forms to complete, the fees for the applications	Mar 20, 2013 9:23 AM
184	OK but could be better, easier to find things maybe	Mar 20, 2013 9:17 AM
185	Chasing OOP application and not very happy to answer any questions	Mar 20, 2013 9:15 AM
186	not very good english so cannot really understand so i just ring	Mar 20, 2013 9:14 AM
187	found what i needed ok. Its pretty basic	Mar 20, 2013 9:12 AM
188	used before and its ok	Mar 20, 2013 9:11 AM
189	seems ok for th emain documents that was needed	Mar 20, 2013 9:09 AM
190	used it lots, easy to use	Mar 20, 2013 9:07 AM
191	used to get telephone no. yes easy to navigate	Mar 20, 2013 9:01 AM
192	not a happy customer so didnt want to discuss	Mar 20, 2013 8:59 AM
193	yes ok	Mar 19, 2013 4:59 PM
194	only used it to double check tel number, it says phones open at 8.30/9??	Mar 19, 2013 3:56 PM
195	Too busy so phoned. Very grumpy!	Mar 19, 2013 3:53 PM
196	Brilliant, uses it lots, very easy to navigate	Mar 19, 2013 3:52 PM
197	Not enough time and very grumpy	Mar 19, 2013 3:23 PM
198	not enough time	Mar 19, 2013 3:21 PM
199	only to find telephone number to call us	Mar 19, 2013 3:20 PM



Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

200	prefer to call us	Mar 19, 2013 3:18 PM
201	Easy	Mar 19, 2013 3:02 PM
202	No clear direction to the route to the answer	Mar 19, 2013 2:57 PM
203	not easy to find what your looking for. Need to separte private and prof	Mar 19, 2013 2:52 PM
204	does not provide correct answer, Pointless	Mar 19, 2013 2:50 PM
205	LP section would be helpful if more detail	Mar 19, 2013 12:52 PM
206	Language Barrier	Mar 19, 2013 12:50 PM
207	i have noticed its new and looks good	Mar 19, 2013 12:44 PM
208	ok but hard to find info, need FAQs	Mar 19, 2013 12:41 PM
209	ok but fees not clear for applications	Mar 19, 2013 12:38 PM
210	yes easy	Mar 19, 2013 11:57 AM
211	not easy to navigate	Mar 19, 2013 11:55 AM
212	found the verification form but no guidance on the process for verification	Mar 19, 2013 11:53 AM
213	Not applicable for chasing an email	Mar 19, 2013 11:51 AM
214	difficult to find specific info	Mar 19, 2013 11:50 AM
215	Called to double check the info	Mar 19, 2013 11:49 AM
216	couldnt find fees	Mar 19, 2013 10:10 AM
217	anable top find information relevant	Mar 19, 2013 9:31 AM
218	easier to call	Mar 19, 2013 9:01 AM
219	Ok	Mar 19, 2013 9:00 AM
220	Ok	Mar 19, 2013 8:58 AM
221	couldnt find info at all - search results are ridiculous	Mar 15, 2013 12:37 AM
222	only looked for the number to call	Mar 15, 2013 12:32 AM
223	yes	Mar 15, 2013 12:30 AM
224	rather speak on phone	Mar 15, 2013 12:29 AM
225	not easy	Mar 15, 2013 12:18 AM
226	not good enough - not enough Engineering info.	Mar 15, 2013 12:17 AM
227	easy	Mar 15, 2013 12:15 AM
228	not good	Mar 15, 2013 12:15 AM
229	found forms ok	Mar 15, 2013 12:08 AM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

230	Hard to locate Charges	Mar 14, 2013 11:59 PM
231	ok to locate info.	Mar 14, 2013 11:58 PM
232	needs better search functions	Mar 14, 2013 11:57 PM
233	problems finding forms and telephone number	Mar 14, 2013 11:53 PM
234	hard to find forms	Mar 14, 2013 11:51 PM
235	not useful; please include a licence application tracker online	Mar 14, 2013 11:49 PM
236	very complicated	Mar 14, 2013 11:46 PM
237	Just used it to find phone number	Mar 14, 2013 11:43 PM
238	Didn't find the information they needed	Mar 14, 2013 5:40 PM
239	Confusing and couldn't find what they needed	Mar 14, 2013 5:33 PM
240	Brilliant, improve search function	Mar 14, 2013 5:31 PM
241	Use it before but didn't understand it	Mar 14, 2013 5:28 PM
242	Good	Mar 14, 2013 5:20 PM
243	Excellent, but too much information	Mar 14, 2013 5:17 PM
244	Helpful, but was not sure about how to answer one question	Mar 14, 2013 5:16 PM
245	Good, but not clear on which forms to complete for renewing a rating	Mar 14, 2013 5:09 PM
246	Hard to find information on renewing EXP ratings	Mar 14, 2013 5:04 PM
247	Couldn't find information about applying military credits towards Engineer Licence	Mar 14, 2013 5:02 PM
248	Fairly user friendly. Hard to find new EASA information	Mar 14, 2013 4:59 PM
249	Couldn't find information on fuel tank safety courses with 147 approval	Mar 14, 2013 4:52 PM
250	Too much information, not user friendly	Mar 14, 2013 4:51 PM
251	Very confusing	Mar 14, 2013 4:49 PM
252	Its ok, not easy, but acceptable	Mar 14, 2013 4:47 PM
253	Much better than it used to be	Mar 14, 2013 4:37 PM
254	Did not find information regarding adding 777 rating from Qatar	Mar 14, 2013 4:35 PM
255	Could not find information about ratings	Mar 14, 2013 4:33 PM
256	couldnt find the answer	Mar 13, 2013 3:48 PM
257	ok	Mar 13, 2013 3:46 PM
258	impatient	Mar 13, 2013 3:45 PM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

259	easy	Mar 13, 2013 3:45 PM
260	no clarity	Mar 13, 2013 3:44 PM
261	not found relevant info so called up	Mar 13, 2013 3:41 PM
262	sometimes it is ok, but difficult to find a specific reference	Mar 13, 2013 3:40 PM
263	In a hurry	Mar 13, 2013 3:36 PM
264	ok for finding forms	Mar 13, 2013 3:34 PM
265	useless	Mar 13, 2013 3:30 PM
266	Poor english so called	Mar 13, 2013 3:29 PM
267	could not find what i was looking for, so needed to call	Mar 13, 2013 3:28 PM
268	sometimes not enough and need to call	Mar 13, 2013 3:27 PM
269	Very complicated	Mar 13, 2013 3:25 PM
270	hard to find answer to questions	Mar 13, 2013 3:24 PM
271	ok	Mar 13, 2013 3:22 PM
272	ok	Mar 13, 2013 3:22 PM
273	ok	Mar 13, 2013 3:20 PM
274	its ok	Mar 13, 2013 3:19 PM
275	ok, not enough for technical enquires	Mar 13, 2013 3:18 PM
276	Fairly easy, too many complicated links.	Mar 13, 2013 3:17 PM
277	easy and lots of info	Mar 13, 2013 3:16 PM
278	easy	Mar 13, 2013 3:15 PM
279	yes found number to phone, and then got cut off	Mar 13, 2013 3:14 PM
280	useful but needed to call to confirm	Mar 13, 2013 2:56 PM
281	generally good but difficult to find counter service info	Mar 13, 2013 2:55 PM
282	not easy, couldnt find info on sailplanes, or LP not multi licence information	Mar 13, 2013 2:42 PM
283	better than i has been in the past but still not great	Mar 13, 2013 2:35 PM
284	not particularly	Mar 13, 2013 2:14 PM
285	could not find info required	Mar 13, 2013 2:11 PM
286	good but needs more updated on Indian RTs and LPs	Mar 13, 2013 2:09 PM
287	opening times for phones was not clear	Mar 13, 2013 2:08 PM
288	not easy but ok 7/10	Mar 13, 2013 1:29 PM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

289	confusing courier charges	Mar 13, 2013 1:27 PM
290	not time and used in past and found difficult	Mar 13, 2013 1:24 PM
291	easy to find forms, but needed help with filling them out	Mar 13, 2013 1:22 PM
292	nightmare trying to find forms and figure out requirements	Mar 13, 2013 1:20 PM
293	no time to look, looked in past and found it difficult to find anything	Mar 13, 2013 1:19 PM
294	no couldnt find the application forms, not very clear	Mar 13, 2013 1:18 PM
295	not easy to use hence i phoned in	Mar 13, 2013 1:16 PM
296	but confused with info provided	Mar 13, 2013 1:15 PM
297	difficult to find answer	Mar 13, 2013 1:13 PM
298	you need to know where to go as it is not clear	Mar 13, 2013 1:12 PM
299	Is EASA for simple consultation not for specific subjects	Mar 13, 2013 1:10 PM
300	not very useful	Mar 13, 2013 1:08 PM
301	found what i was looking for but tooka long time to find as not easy to navigate	Mar 13, 2013 1:06 PM
302	no and scheme of charges is very confusing	Mar 13, 2013 1:04 PM
303	no couldnt find the prices	Mar 13, 2013 1:00 PM
304	not very helpful hense emailed in	Mar 13, 2013 12:59 PM
305	not very useful	Mar 13, 2013 12:45 PM
306	Not happy waiting for 25 minutes on phones	Mar 13, 2013 12:41 PM
307	Very unhelpful	Mar 13, 2013 12:39 PM
308	easy to use	Mar 13, 2013 12:36 PM
309	no hense called in	Mar 13, 2013 12:34 PM
310	used it in past and found it a waste of time	Mar 13, 2013 12:32 PM
311	not needed to as chasing application	Mar 13, 2013 12:31 PM
312	Not very good english speaker??	Mar 13, 2013 12:30 PM
313	Not clear on conversion and training done outside UK	Mar 13, 2013 12:28 PM
314	difficult to find your way round	Mar 13, 2013 12:26 PM
315	too confusing	Mar 13, 2013 12:19 PM
316	used it in past and not found easy so decided its quicker to call	Mar 13, 2013 12:18 PM
317	not easy to use	Mar 13, 2013 12:17 PM

Page 12, Q17. If Yes, what did you think of the website and was it easy to navigate around?

318	couldnt find the info, not easy to navigate	Mar 13, 2013 12:03 PM
319	Very unhappy customer	Mar 13, 2013 12:01 PM
320	Very unhappy customer	Mar 13, 2013 11:59 AM
321	could not find what he as looking for	Mar 13, 2013 11:48 AM
322	His English was poor so struggle to use it??	Mar 13, 2013 11:47 AM
323	difficult	Mar 13, 2013 11:37 AM
324	OK	Mar 13, 2013 11:34 AM
325	search function provides too many results	Mar 13, 2013 11:04 AM
326	not helpful so rang in instead	Mar 13, 2013 10:51 AM
327	too confusing and quicker to call	Mar 13, 2013 10:49 AM
328	easy to navigate	Mar 13, 2013 10:46 AM
329	not clear	Mar 13, 2013 10:44 AM
330	ok	Mar 13, 2013 10:42 AM
331	very complicated	Mar 13, 2013 10:38 AM
332	no not user friendly	Mar 13, 2013 10:17 AM
333	came up with error and could not access	Mar 13, 2013 9:54 AM
334	confused too wordy	Mar 13, 2013 9:50 AM



Page 12, Q18. Do you have any suggestions for how our website can be improved?

1	Need more guidance with the forms	Mar 22, 2013 10:11 PM
2	Search function	Mar 22, 2013 10:01 PM
3	Detailed guidance notes, with links to the correct sects of CAP 804	Mar 22, 2013 9:38 PM
4	CAP 804 condensed, better layout	Mar 22, 2013 9:27 PM
5	more info regarding RT licences	Mar 22, 2013 9:21 PM
6	could be a little simpler	Mar 22, 2013 9:19 PM
7	less info on each page, links to specific subjects. can you add FAQs to each application	Mar 22, 2013 9:17 PM
8	more information in a basic format, stop referring from one page to another	Mar 22, 2013 9:14 PM
9	appears to have old historic info and forms on there. Only current forms required	Mar 22, 2013 9:12 PM
10	needs to be easier to find the relevant forms, and the fees list needs to be easier. Cant you give the fees on the actual application form, or different senarios of the fees	Mar 22, 2013 8:58 PM
11	It would be nice to speak to a human rather than be on hold for half an hour	Mar 22, 2013 8:56 PM
12	fees for applications need to be easier	Mar 22, 2013 8:53 PM
13	none	Mar 22, 2013 6:27 PM
14	STATUS OF APPLICATION	Mar 22, 2013 6:21 PM
15	Pilot was extremely unhappy about the website and the fact that he could not find the answer to his question. Sent in letter to complain.	Mar 21, 2013 6:49 PM
16	Clearer tabs on the left hand side	Mar 21, 2013 10:38 AM
17	Needs to be accessible on mobile, cap 804 needs simple FAQs, no clear forms need help filling in	Mar 21, 2013 12:31 AM
18	need to be easier to locate requirements, simple questions to help locate answer. Search function does not break down	Mar 21, 2013 12:28 AM
19	easier links	Mar 21, 2013 12:25 AM
20	more links to relevant sections	Mar 21, 2013 12:19 AM
21	improve search fascility	Mar 21, 2013 12:17 AM
22	cant chase progress off application ;-(	Mar 20, 2013 11:15 PM
23	better homepage, with a better menu as side bar changes too much	Mar 20, 2013 11:04 PM
24	unclear, not user friendly, if you want advice or assistance it is not good. docs are too big, and takes too long to find anything	Mar 20, 2013 11:02 PM
25	scheme of charges are hard to navigate	Mar 20, 2013 10:53 PM

**Page 12, Q18: Do you have any suggestions for how our website can be improved?**

26	works ok	Mar 20, 2013 10:42 PM
27	need to see difference between JAR and EASA forms	Mar 20, 2013 10:35 PM
28	needed to ring to confirm	Mar 20, 2013 10:28 PM
29	email for finance	Mar 20, 2013 10:20 PM
30	abuse to staff on phones???	Mar 20, 2013 10:17 PM
31	differentiate various aspects, ie prof, priv, issue, renewal, conversion. Requirements are confusing, we need help understanding.	Mar 20, 2013 10:15 PM
32	track the status of your application	Mar 20, 2013 10:07 PM
33	Not really	Mar 20, 2013 10:06 PM
34	not really	Mar 20, 2013 10:04 PM
35	More user friendly!	Mar 20, 2013 9:58 PM
36	Better FAQ's	Mar 20, 2013 9:55 PM
37	opening times for phones and counter on opening page	Mar 20, 2013 9:39 PM
38	Needs a tracking system in place	Mar 20, 2013 9:26 PM
39	Not really, it has improved from what it was a few year ago	Mar 20, 2013 9:13 PM
40	Better FAQ's, simplified CAP 804	Mar 20, 2013 8:56 PM
41	Haven't used it enough to comment	Mar 20, 2013 8:41 PM
42	It would be good if you had a section where I could track my application status	Mar 20, 2013 8:35 PM
43	Please make a clear FAQ page	Mar 20, 2013 7:30 PM
44	No	Mar 20, 2013 7:24 PM
45	needs to be easier to locate easy answers	Mar 20, 2013 4:45 PM
46	search	Mar 20, 2013 4:38 PM
47	search needs to be better	Mar 20, 2013 4:32 PM
48	no	Mar 20, 2013 4:28 PM
49	Twitter, or i chat	Mar 20, 2013 4:19 PM
50	needs to be more user friendly.	Mar 20, 2013 4:14 PM
51	no	Mar 20, 2013 4:09 PM
52	search function is terrible	Mar 20, 2013 4:03 PM
53	not at the moment	Mar 20, 2013 4:01 PM



Page 12, Q18. Do you have any suggestions for how our website can be improved?

54	better search function	Mar 20, 2013 3:48 PM
55	needs to be more simple to use and find things	Mar 20, 2013 3:38 PM
56	no. maybe more pictures	Mar 20, 2013 3:36 PM
57	no adequate. Please send something telling you not to cut up licence!	Mar 20, 2013 3:32 PM
58	need more FAQs	Mar 20, 2013 3:20 PM
59	needs to have better FAQs	Mar 20, 2013 3:16 PM
60	search function needs subdivisions	Mar 20, 2013 3:14 PM
61	not at the moment	Mar 20, 2013 3:11 PM
62	needs to be idiot proof, conversion requirements should be easier to find.	Mar 20, 2013 3:01 PM
63	more sections and subdivisions	Mar 20, 2013 2:56 PM
64	no	Mar 20, 2013 2:51 PM
65	needs to be easy to find stuff as i have given up trying	Mar 20, 2013 2:07 PM
66	need better search, just dont know where to start otherwise	Mar 20, 2013 2:03 PM
67	No quite good	Mar 20, 2013 1:55 PM
68	simplify CAP, No FAQs, or they are just not clear enough, and you do not reply to emails, u should send an automatic response	Mar 20, 2013 1:53 PM
69	no	Mar 20, 2013 1:37 PM
70	needs to be really easy, its just a bit confusing	Mar 20, 2013 1:32 PM
71	easier to use, search does not work, bring up so many documents, need to narrow down/filter the search	Mar 20, 2013 1:29 PM
72	no responses to emails??? need to send a standard reply to explain you will not respond	Mar 20, 2013 1:25 PM
73	need a better search function. Bought up too many documents with word conversion	Mar 20, 2013 1:23 PM
74	info on NPPL, BMAA, NPLG	Mar 20, 2013 1:12 PM
75	needs an effective search	Mar 20, 2013 12:58 PM
76	search engine is not effective	Mar 20, 2013 12:54 PM
77	it would be good to see how you appliction is getting on, being assessed, in queue, awaiting docs, rejected and returned	Mar 20, 2013 12:51 PM
78	search function, easy read guidance on requirements	Mar 20, 2013 11:04 AM
79	Needs to be cleared, where to go, what sections to look at	Mar 20, 2013 10:57 AM
80	forms explained, fees for forms	Mar 20, 2013 10:54 AM

Page 12, Q18. Do you have any suggestions for how our website can be improved?

81	search button needs improving	Mar 20, 2013 10:37 AM
82	no	Mar 20, 2013 9:53 AM
83	not very well organised, need improving/simplifying	Mar 20, 2013 9:52 AM
84	reference on forms to cap 804 and fees.	Mar 20, 2013 9:45 AM
85	better layout, good to see the progress of your application. Want to be able to apply online. CAA technical ichat, chasing progress ichat	Mar 20, 2013 9:42 AM
86	no	Mar 20, 2013 9:34 AM
87	would be good to track status of application	Mar 20, 2013 9:33 AM
88	search fascility needs improving	Mar 20, 2013 9:31 AM
89	set of simple questions that leads you to the relevant part of the site, ie professional or private, applying for what application, taking you to the form, and the fees clearly marked on forms rather than a scheme of charges that are totally confusing	Mar 20, 2013 9:23 AM
90	better search function, check the progress of your application, save having to ring up	Mar 20, 2013 9:17 AM
91	not at the moment found what i needed	Mar 20, 2013 9:12 AM
92	no	Mar 20, 2013 9:09 AM
93	search the progress of your application	Mar 20, 2013 9:07 AM
94	better search function	Mar 20, 2013 9:01 AM
95	linking FAQs to Applications, fees to applications and turnaround times you are working	Mar 19, 2013 4:59 PM
96	Fairly easy to navigate	Mar 19, 2013 3:56 PM
97	Perfect website	Mar 19, 2013 3:52 PM
98	no pretty good	Mar 19, 2013 3:20 PM
99	website ok but do not like CAP 804	Mar 19, 2013 2:57 PM
100	Better search	Mar 19, 2013 12:52 PM
101	its perfect	Mar 19, 2013 12:44 PM
102	FAQs and simple links	Mar 19, 2013 12:41 PM
103	link to fees in application forms	Mar 19, 2013 12:38 PM
104	none	Mar 19, 2013 12:04 PM
105	none	Mar 19, 2013 11:57 AM
106	2 sections for private and professional	Mar 19, 2013 11:55 AM

Page 12, Q18. Do you have any suggestions for how our website can be improved?

107	Need easy guidance on the forms, maybe a link to a webpage	Mar 19, 2013 11:53 AM
108	needs to have simple links, to fees and forms	Mar 19, 2013 10:10 AM
109	Simple	Mar 19, 2013 9:31 AM
110	NO	Mar 19, 2013 9:00 AM
111	FAQs	Mar 19, 2013 8:58 AM
112	better search function	Mar 15, 2013 12:29 AM
113	noone responds to emails - quicker to call	Mar 15, 2013 12:23 AM
114	tracking system	Mar 15, 2013 12:22 AM
115	tracking system	Mar 15, 2013 12:21 AM
116	tracking system	Mar 15, 2013 12:18 AM
117	better search function	Mar 15, 2013 12:17 AM
118	better search function	Mar 15, 2013 12:15 AM
119	LP Tracker	Mar 15, 2013 12:15 AM
120	application tracker	Mar 15, 2013 12:13 AM
121	804 - was fine	Mar 14, 2013 11:58 PM
122	needs better search functions.	Mar 14, 2013 11:57 PM
123	please include a licence application tracker online	Mar 14, 2013 11:49 PM
124	Provide information in French and English	Mar 14, 2013 5:42 PM
125	better search function	Mar 14, 2013 5:40 PM
126	Search function	Mar 14, 2013 5:33 PM
127	keyword search, especially for applications	Mar 14, 2013 5:31 PM
128	better search function	Mar 14, 2013 5:28 PM
129	No	Mar 14, 2013 5:20 PM
130	not now	Mar 13, 2013 3:46 PM
131	odd structure, difficult to navigate search function	Mar 13, 2013 3:44 PM
132	need to be easy to navigate	Mar 13, 2013 3:41 PM
133	search funtion with breakdowns, ie prof/private, application or query etc etc	Mar 13, 2013 3:40 PM
134	Search functions, contents of docts , and links	Mar 13, 2013 3:34 PM
135	i prefer to call to confirm what i read and to check my understanding	Mar 13, 2013 3:28 PM
136	simple layout	Mar 13, 2013 3:25 PM

Page 12, Q18. Do you have any suggestions for how our website can be improved?

137	more FAQs	Mar 13, 2013 3:24 PM
138	Need to simplify	Mar 13, 2013 3:17 PM
139	Search section to find forms linking to application	Mar 13, 2013 2:55 PM
140	didnt look just rang	Mar 13, 2013 2:15 PM
141	Documents are too long and complicated, need better contents page	Mar 13, 2013 2:14 PM
142	clear and consise, easy check boxes, and need more people on the phones!	Mar 13, 2013 1:27 PM
143	link on form advising if it can be same day	Mar 13, 2013 1:16 PM
144	simplified	Mar 13, 2013 1:15 PM
145	needs simplified links, maybe FAQs linked to application forms	Mar 13, 2013 1:13 PM
146	needs simple links	Mar 13, 2013 1:12 PM
147	not easy to find info	Mar 13, 2013 1:10 PM
148	difficult to find words in simple format	Mar 13, 2013 1:08 PM
149	needs to be simplified with clear links and FAQs	Mar 13, 2013 1:06 PM
150	needs to be user freindly and have links on application forms to the fees	Mar 13, 2013 1:00 PM
151	not able to find what is required, navigation need to be improved	Mar 13, 2013 12:45 PM
152	better search funtion, not clear on application forms of what need to be filled in	Mar 13, 2013 12:41 PM
153	simple to look at, and better search function	Mar 13, 2013 12:39 PM
154	easy links	Mar 13, 2013 12:17 PM
155	easier way of finding forms and help for forms	Mar 13, 2013 12:03 PM
156	easy to use FAQs	Mar 13, 2013 11:37 AM
157	FAQs linked to application forms	Mar 13, 2013 11:34 AM
158	easier to navigate please	Mar 13, 2013 11:04 AM
159	Better serch function	Mar 13, 2013 10:49 AM
160	too much information, hard to find what you want	Mar 13, 2013 10:42 AM



Page 12, Q20. If Yes, what did you refer to and was it helpful?

1	Cap 804 found ok but could answer specific question	Mar 22, 2013 10:12 PM
2	Difficult to search ,not user friendly	Mar 22, 2013 10:09 PM
3	Cap 804	Mar 22, 2013 10:08 PM
4	Cap 804 I found lasers much much easier	Mar 22, 2013 10:06 PM
5	No straight answer	Mar 22, 2013 10:04 PM
6	Scheme of charges	Mar 22, 2013 10:01 PM
7	Ok	Mar 22, 2013 9:46 PM
8	I needed to phone and confirm as it is just so confusing	Mar 22, 2013 9:38 PM
9	cap 804	Mar 22, 2013 9:27 PM
10	ok	Mar 22, 2013 9:09 PM
11	CAP 804 was ok but lasors was much easier	Mar 22, 2013 8:58 PM
12	CAP 804 its ok but long and not very user friendly	Mar 22, 2013 8:56 PM
13	1183, cap 804	Mar 22, 2013 6:27 PM
14	CAP 804 - it was too confusing for somebody outside of the aviation world	Mar 21, 2013 7:00 PM
15	CAP 804 - useless	Mar 21, 2013 6:49 PM
16	CAP 804, conversion section (part Q) was quite confusing	Mar 21, 2013 6:20 PM
17	CAP 804, very confusing	Mar 21, 2013 6:09 PM
18	CAP 804 said I must have 1500 hours prior to the test but wanted to know if there is any way around this...	Mar 21, 2013 5:41 PM
19	CAP 804, too confusing and couldn't find the answer to my question	Mar 21, 2013 5:23 PM
20	CAP 804, it was ok but didn't give specific information regarding my case. Would like written clarification from the CAA.	Mar 21, 2013 4:44 PM
21	Not really	Mar 21, 2013 3:48 PM
22	I looked on the CAA website then tried the EASA website but that was even worse than the CAA website!	Mar 21, 2013 3:20 PM
23	IN 2012/208 - it was very helpful and made me want to check my LP level so that my conversion application is accepted and not rejected	Mar 21, 2013 3:02 PM
24	CAP 804, too difficult to understand	Mar 21, 2013 2:55 PM
25	IN 2012/153 IN 2012/156	Mar 21, 2013 12:24 PM
26	CAP 804 and IN 2012/208	Mar 21, 2013 12:18 PM
27	CAP 804 - Section Q (conversion) was so confusing! Does my type have to be current? It does not say either way.	Mar 21, 2013 11:58 AM

Page 12, Q20. If Yes, what did you refer to and was it helpful?

28	IN 2012/156 IN 2012/153 CAP 804	Mar 21, 2013 11:55 AM
29	IN 2012/208 (LP)	Mar 21, 2013 11:53 AM
30	IN 2012/153 IN 2012/156 CAP 804	Mar 21, 2013 11:42 AM
31	CAP 804	Mar 21, 2013 11:36 AM
32	CAP 804 - the document was too big to access on my home computer	Mar 21, 2013 11:32 AM
33	CAP 804 - useless	Mar 21, 2013 11:22 AM
34	CAP 804 - couldn't work out which section applied to me	Mar 21, 2013 11:17 AM
35	CAP 804 - Conversion section (part Q) is too confusing - needs simplifying	Mar 21, 2013 11:11 AM
36	CAP 804	Mar 21, 2013 11:06 AM
37	CAP 804 - too big and the contents page is confusing	Mar 21, 2013 10:57 AM
38	CAP 804 was far too big to search through, LASORS was much clearer	Mar 21, 2013 10:47 AM
39	CAP 804 - It wasn't very helpful, I want written clarification from the CAA	Mar 21, 2013 10:41 AM
40	IN 2012/208 - Language Proficiency doc which explained what I had to do, wanted to see if I had already been assessed.	Mar 21, 2013 10:38 AM
41	CAP 804. ICAO section didn't make sense (Part Q)	Mar 21, 2013 10:28 AM
42	CAP 804 - needed further clarification so emailed in	Mar 21, 2013 10:27 AM
43	CAP just as confusing as web	Mar 21, 2013 12:28 AM
44	CAP 804 confusing	Mar 21, 2013 12:19 AM
45	Just looked at FAQs	Mar 21, 2013 12:17 AM
46	cap 804 not clear	Mar 21, 2013 12:13 AM
47	cap	Mar 20, 2013 11:46 PM
48	cap confusing	Mar 20, 2013 11:15 PM
49	could not find section	Mar 20, 2013 11:12 PM
50	srg 1104 and conversion requirements	Mar 20, 2013 10:42 PM
51	cap 804 confusing	Mar 20, 2013 10:25 PM
52	didnt bother	Mar 20, 2013 10:17 PM
53	application form and fees list	Mar 20, 2013 10:07 PM
54	not relevant	Mar 20, 2013 10:04 PM
55	CAP 804 and SRG1183A - not helpful, even the guidance notes on the form were confusing	Mar 20, 2013 10:03 PM

Page 12, Q20. If Yes, what did you refer to and was it helpful?

56	CAP 804 - Too large, not easy to find information. Wording too ambiguous. Helicopter sections are harder to read than aeroplane section.	Mar 20, 2013 9:55 PM
57	find it easier to get advice over the phone	Mar 20, 2013 9:44 PM
58	Looked at CAP 804 the other week out of curiosity, very detailed, not easy to digest	Mar 20, 2013 9:26 PM
59	cap but so confusing just wanted to get it confirmed	Mar 20, 2013 9:00 PM
60	No, documents were too large to search through	Mar 20, 2013 8:56 PM
61	Too confusing	Mar 20, 2013 8:54 PM
62	No	Mar 20, 2013 8:39 PM
63	Too much information - the documents are too large to open on my slow computer!	Mar 20, 2013 7:40 PM
64	No - couldn't find the answer to my A109 query	Mar 20, 2013 7:37 PM
65	Not helpful	Mar 20, 2013 7:30 PM
66	They were ok however the documents were too large so it was easier to call in	Mar 20, 2013 7:28 PM
67	Average	Mar 20, 2013 7:22 PM
68	Not helpful	Mar 20, 2013 7:18 PM
69	Did not understand the documents	Mar 20, 2013 7:16 PM
70	CAP 29A Doc 24 doc 29	Mar 20, 2013 4:35 PM
71	forms but struggled with fees	Mar 20, 2013 4:32 PM
72	CAP and charges	Mar 20, 2013 4:31 PM
73	804, ok but a little complicated	Mar 20, 2013 4:22 PM
74	IN. Very Helpful,	Mar 20, 2013 4:19 PM
75	CAP 804, could not see answer	Mar 20, 2013 4:12 PM
76	Part FCL throughout the website	Mar 20, 2013 4:07 PM
77	CAP 804 COULD FIND MOST THINGS ONCE SEARCHED VIA GOOGLE	Mar 20, 2013 3:48 PM
78	CAP 804 Horrible to read	Mar 20, 2013 3:20 PM
79	804	Mar 20, 2013 3:17 PM
80	CAP 804 ok but needs page nos and link from main site to relevant section	Mar 20, 2013 3:14 PM
81	general doc	Mar 20, 2013 3:11 PM
82	CAP 804 needs to have more details, hard to translate what i need to do, so you end up phoning to check what you have read and understood	Mar 20, 2013 3:01 PM



Page 12, Q20. If Yes, what did you refer to and was it helpful?

83	In the past have found useful but still needs to be more user friendly	Mar 20, 2013 2:56 PM
84	cap	Mar 20, 2013 2:51 PM
85	cap, confusing	Mar 20, 2013 2:02 PM
86	Applications not clear, guidance not easy,, or documents required with application	Mar 20, 2013 1:53 PM
87	application form guidance	Mar 20, 2013 1:37 PM
88	easa requirements	Mar 20, 2013 1:25 PM
89	cap, far too complicated, need a simple guide	Mar 20, 2013 1:23 PM
90	scheme of charges heavy document, couldnt find it	Mar 20, 2013 1:06 PM
91	too complex and not easy to read	Mar 20, 2013 12:54 PM
92	very confusing	Mar 20, 2013 11:04 AM
93	CAP 804 Very confusing	Mar 20, 2013 10:57 AM
94	cap 804 very confusing	Mar 20, 2013 10:54 AM
95	cap804	Mar 20, 2013 10:42 AM
96	ok but difficult to understand	Mar 20, 2013 9:52 AM
97	yes but did not answer my specific questions	Mar 20, 2013 9:50 AM
98	its a legal document and not pilot friendly	Mar 20, 2013 9:45 AM
99	804	Mar 20, 2013 9:36 AM
100	in the past used cap804	Mar 20, 2013 9:23 AM
101	cap 804	Mar 20, 2013 9:12 AM
102	legislation, very helpful link in an email that was sent	Mar 20, 2013 9:07 AM
103	application forms, regulations, cap 804. not always easy to understand	Mar 20, 2013 9:01 AM
104	cap 804. very confusing	Mar 19, 2013 4:59 PM
105	medical	Mar 19, 2013 3:56 PM
106	Doc 24	Mar 19, 2013 3:52 PM
107	N/A	Mar 19, 2013 3:26 PM
108	1104	Mar 19, 2013 3:20 PM
109	CAP 804	Mar 19, 2013 2:57 PM
110	Very complicated	Mar 19, 2013 2:52 PM
111	CAP	Mar 19, 2013 2:51 PM

Page 12, Q20. If Yes, what did you refer to and was it helpful?

112	CAP	Mar 19, 2013 2:50 PM
113	LP a bit confusing	Mar 19, 2013 12:52 PM
114	Its a struggle to know where to look. Missing document like LASORS	Mar 19, 2013 12:41 PM
115	Not sure	Mar 19, 2013 11:55 AM
116	Didnt understand	Mar 19, 2013 11:47 AM
117	cap	Mar 19, 2013 10:04 AM
118	CAP	Mar 19, 2013 9:48 AM
119	CAP	Mar 19, 2013 9:39 AM
120	Complicated	Mar 19, 2013 9:31 AM
121	Wanted clarification	Mar 19, 2013 8:58 AM
122	fees need to be clearer	Mar 15, 2013 12:37 AM
123	scheme of charges; useless	Mar 15, 2013 12:18 AM
124	srg 1119	Mar 15, 2013 12:15 AM
125	CAP804 - coldnt find info re: conversions	Mar 15, 2013 12:08 AM
126	; Cap804- -page numbers would be good	Mar 14, 2013 11:57 PM
127	Flight Training Docs - ok	Mar 14, 2013 11:51 PM
128	incorrect information - not updated	Mar 14, 2013 11:49 PM
129	in particular the payments fees	Mar 14, 2013 11:46 PM
130	1160	Mar 14, 2013 5:20 PM
131	CAP 804 is good, easier to read than EU website	Mar 14, 2013 5:09 PM
132	Couldn't find information on renewing EXP ratings in CAP 804	Mar 14, 2013 5:04 PM
133	CAP 804, Fairly helpful	Mar 14, 2013 4:59 PM
134	CAP 804 - Couldn't find the information they needed	Mar 14, 2013 4:51 PM
135	Ok, but not clear	Mar 14, 2013 4:49 PM
136	Did not find the information on ratings that he needed	Mar 14, 2013 4:35 PM
137	Lots of information, found it confusing	Mar 14, 2013 4:33 PM
138	payments	Mar 13, 2013 3:48 PM
139	804 very complicated	Mar 13, 2013 3:46 PM
140	form 1104	Mar 13, 2013 3:45 PM
141	804, far too complicated, need it in plain english, need LASORS	Mar 13, 2013 3:44 PM

Page 12, Q20. If Yes, what did you refer to and was it helpful?

142	CAP 804 is not as easy as LASORS	Mar 13, 2013 3:34 PM
143	application form 1183A	Mar 13, 2013 3:30 PM
144	sometimes	Mar 13, 2013 3:25 PM
145	804 is ok but Part FCI is not	Mar 13, 2013 3:20 PM
146	804 Yes helpful	Mar 13, 2013 3:16 PM
147	804	Mar 13, 2013 2:55 PM
148	CAP	Mar 13, 2013 2:36 PM
149	could not find info required	Mar 13, 2013 2:11 PM
150	didnt know it exisits	Mar 13, 2013 1:29 PM
151	very unclear	Mar 13, 2013 1:20 PM
152	not in plain language	Mar 13, 2013 1:18 PM
153	application forms and CAP 804, but found it too confusing	Mar 13, 2013 1:13 PM
154	application forms	Mar 13, 2013 1:12 PM
155	IN 2012/08, yes very helpful	Mar 13, 2013 1:06 PM
156	scheme of charges not user friendly	Mar 13, 2013 1:04 PM
157	difficult to understand	Mar 13, 2013 12:42 PM
158	804: Not easy to use! Miss LASORS	Mar 13, 2013 12:39 PM
159	CAP 804	Mar 13, 2013 12:36 PM
160	tried but didnt understand	Mar 13, 2013 12:34 PM
161	Application forms, need links to the frequently asked requirments/ problems,	Mar 13, 2013 12:26 PM
162	804 hard to naviage and understand	Mar 13, 2013 12:19 PM
163	CAP 804	Mar 13, 2013 11:59 AM
164	804 could not find correct section	Mar 13, 2013 11:34 AM
165	804, confusing	Mar 13, 2013 11:04 AM
166	CAP which was not-user friendly	Mar 13, 2013 10:51 AM
167	CAP 804, ok but easier to call	Mar 13, 2013 10:49 AM
168	does not tell you the right information	Mar 13, 2013 10:46 AM
169	hard to read and understand	Mar 13, 2013 10:44 AM
170	did not say directly what i need	Mar 13, 2013 10:42 AM
171	could not find the answer to his question	Mar 13, 2013 10:38 AM

Page 12, Q20. If Yes, what did you refer to and was it helpful?

172	CAP, but couldnt make sense of it	Mar 13, 2013 10:24 AM
173	scheme of charges	Mar 13, 2013 10:17 AM
174	Application form	Mar 13, 2013 9:50 AM



Page 12, Q22. Reason they directed caller to the CAA (only complete if the information is given)

1	couldnt find what they wanted	Mar 22, 2013 9:17 PM
2	Told me to call the CAA for the answer	Mar 21, 2013 11:55 AM
3	Told me to contact the CAA	Mar 21, 2013 11:20 AM
4	Told me to call the CAA	Mar 21, 2013 11:15 AM
5	Told me to call the CAA to clarify and the telephone operator told me to call in.	Mar 21, 2013 10:57 AM
6	Told me to call the CAA	Mar 21, 2013 10:55 AM
7	Told me to call the CAA	Mar 21, 2013 10:49 AM
8	to confirm he needed to convert his jar ppl to easa prior to applying for CPL	Mar 20, 2013 11:06 PM
9	told to phone and sort licence	Mar 20, 2013 10:51 PM
10	they didnt know as they are a foreign ATO	Mar 20, 2013 10:48 PM
11	told to sort out conversion independantly	Mar 20, 2013 10:33 PM
12	Examiner at school wanted further clarification on the examiner briefing process	Mar 20, 2013 10:00 PM
13	Easyjet used to do paperwork for him, now he has to do it himself since EASA	Mar 20, 2013 9:34 PM
14	Told me to call the CAA	Mar 20, 2013 7:30 PM
15	Spanish airline so did not know UK requirements	Mar 20, 2013 7:22 PM
16	COULD NOT FIND THE ANSWER	Mar 20, 2013 3:48 PM
17	Not sure on conversions	Mar 20, 2013 3:01 PM
18	didnt know what PIC/US is	Mar 20, 2013 1:53 PM
19	I am the training provider	Mar 20, 2013 12:54 PM
20	[REDACTED]	Mar 19, 2013 3:56 PM
21	\Spoke to boss about TRI	Mar 19, 2013 3:52 PM
22	N/A	Mar 19, 2013 3:26 PM
23	sign duplicate copies	Mar 19, 2013 3:20 PM
24	Spoke to examiners	Mar 19, 2013 2:57 PM
25	email sent	Mar 13, 2013 3:48 PM
26	Just joined company	Mar 13, 2013 1:27 PM
27	na	Mar 13, 2013 1:06 PM
28	Examiner flying Club	Mar 13, 2013 1:04 PM

Page 12, Q22. Reason they directed caller to the CAA (only complete if the information is given)

29 wanted my LP level confirmed by yourselves

Mar 13, 2013 11:37 AM





Page 12, Q23. Name of the Training Provider or Airline?

1	Flybe	Mar 22, 2013 10:11 PM
2	Aero club como	Mar 22, 2013 10:08 PM
3	Airways flight training	Mar 22, 2013 10:06 PM
4	Flight school in turkey	Mar 22, 2013 9:59 PM
5	Thompson	Mar 22, 2013 9:53 PM
6	Abelag aviation brussels	Mar 22, 2013 9:49 PM
7	Hangor 8	Mar 22, 2013 9:47 PM
8	Flybe	Mar 22, 2013 9:45 PM
9	Jet 1	Mar 22, 2013 9:38 PM
10	Royal Air Force	Mar 22, 2013 9:27 PM
11	Atlantic Airlines	Mar 22, 2013 9:24 PM
12	Derby Aero Club	Mar 22, 2013 9:17 PM
13	Aeros Flight training	Mar 22, 2013 8:56 PM
14	Air Aeran	Mar 22, 2013 8:47 PM
15	Virgin	Mar 22, 2013 6:25 PM
16	(not given)	Mar 21, 2013 11:55 AM
17	Thomson	Mar 21, 2013 11:27 AM
18	BA	Mar 21, 2013 11:20 AM
19	Thomson	Mar 21, 2013 11:15 AM
20	(Not given)	Mar 21, 2013 10:57 AM
21	Thomson	Mar 21, 2013 10:55 AM
22	easyJet	Mar 21, 2013 10:49 AM
23	Air Atlantic	Mar 21, 2013 12:25 AM
24	starsfky aviation	Mar 21, 2013 12:19 AM
25	Atlantic flight training	Mar 20, 2013 11:06 PM
26	Collington Flying Club	Mar 20, 2013 10:53 PM
27	Easyjet	Mar 20, 2013 10:51 PM
28	RWL	Mar 20, 2013 10:48 PM
29	Jet Aviation	Mar 20, 2013 10:44 PM
30	Linum flying club	Mar 20, 2013 10:42 PM

Page 12, Q23. Name of the Training Provider or Airline?

31	Air Baltic	Mar 20, 2013 10:35 PM
32	Easyjet	Mar 20, 2013 10:33 PM
33	jet fly aviation, aerospace (swiss)	Mar 20, 2013 10:28 PM
34	CTC	Mar 20, 2013 10:07 PM
35	rise helicopters	Mar 20, 2013 10:04 PM
36	European Flight Training (EFT)	Mar 20, 2013 10:03 PM
37	LAC Flying club	Mar 20, 2013 10:00 PM
38	Thomson	Mar 20, 2013 9:47 PM
39	IAA - called them first before calling CAA to chase	Mar 20, 2013 9:38 PM
40	easyJet	Mar 20, 2013 9:35 PM
41	EASYJET	Mar 20, 2013 9:34 PM
42	Diamond Air Services	Mar 20, 2013 9:29 PM
43	easyJet	Mar 20, 2013 8:57 PM
44	Offshore Aviation	Mar 20, 2013 8:55 PM
45	Bournemouth Helicopters	Mar 20, 2013 8:54 PM
46	Ryanair	Mar 20, 2013 8:48 PM
47	easyJet	Mar 20, 2013 8:42 PM
48	Carlisle Flight training	Mar 20, 2013 7:35 PM
49	Thomas Cook	Mar 20, 2013 7:34 PM
50	Merlin Flying Club	Mar 20, 2013 7:30 PM
51	Border Air Training	Mar 20, 2013 7:28 PM
52	Atlantic Flight Training Academy	Mar 20, 2013 7:24 PM
53	Orbest Airline (Spain)	Mar 20, 2013 7:22 PM
54	Thompson	Mar 20, 2013 4:41 PM
55	Qatar Airways	Mar 20, 2013 4:37 PM
56	NATS	Mar 20, 2013 4:36 PM
57	Thompson Airways	Mar 20, 2013 4:33 PM
58	CAE	Mar 20, 2013 4:16 PM
59	Cathy Pacific	Mar 20, 2013 4:16 PM
60	GAMA aviation	Mar 20, 2013 4:07 PM

Page 12, Q23. Name of the Training Provider or Airline?

61	WOULD NOT SPECIFY	Mar 20, 2013 3:48 PM
62	BA	Mar 20, 2013 3:34 PM
63	EASYJET	Mar 20, 2013 3:32 PM
64	Flight Safety International	Mar 20, 2013 3:20 PM
65	Thomas Cook	Mar 20, 2013 3:17 PM
66	Flight Safety International	Mar 20, 2013 3:11 PM
67	Jet 2	Mar 20, 2013 3:01 PM
68	NPLG	Mar 20, 2013 2:11 PM
69	thompson	Mar 20, 2013 2:09 PM
70	Qatar	Mar 20, 2013 2:07 PM
71	Simulator Experiences	Mar 20, 2013 1:55 PM
72	AirChart Scotland	Mar 20, 2013 1:53 PM
73	flight training oxford	Mar 20, 2013 1:25 PM
74	cotswold Helicopters	Mar 20, 2013 12:54 PM
75	bookers aviation	Mar 20, 2013 10:57 AM
76	fly Blackpool	Mar 20, 2013 10:54 AM
77	flight safety	Mar 20, 2013 10:47 AM
78	cae	Mar 20, 2013 10:31 AM
79	flight international farnborough	Mar 20, 2013 9:45 AM
80	easyjet	Mar 20, 2013 9:12 AM
81	Thompson	Mar 20, 2013 9:11 AM
82	BCFT	Mar 20, 2013 9:09 AM
83	Flybe	Mar 20, 2013 9:07 AM
84	BA	Mar 20, 2013 9:01 AM
85	CTC	Mar 19, 2013 3:56 PM
86	Virgin Atlantic	Mar 19, 2013 3:52 PM
87	Alsevern Flying school	Mar 19, 2013 3:20 PM
88	Etihad Airlines	Mar 19, 2013 3:16 PM
89	Hong Kong Airline	Mar 19, 2013 2:50 PM
90	Kuwait Airways	Mar 19, 2013 2:47 PM

Page 12, Q23. Name of the Training Provider or Airline?

91	Heliflight Uk Ltd	Mar 19, 2013 2:46 PM
92	Easyjet	Mar 19, 2013 2:44 PM
93	cool flying club	Mar 19, 2013 12:57 PM
94	GCAA	Mar 19, 2013 12:45 PM
95	Easyjet	Mar 19, 2013 12:38 PM
96	Virgin Atlantic	Mar 19, 2013 12:04 PM
97	Flybe	Mar 19, 2013 11:53 AM
98	Korean Air	Mar 19, 2013 11:49 AM
99	Danish CAA	Mar 19, 2013 10:32 AM
100	Easyjet	Mar 19, 2013 10:31 AM
101	BA	Mar 19, 2013 10:04 AM
102	Golf Wings	Mar 15, 2013 12:30 AM
103	St George Flight School	Mar 14, 2013 11:59 PM
104	Flybe	Mar 14, 2013 11:58 PM
105	Smart Lynx	Mar 14, 2013 11:57 PM
106	Flight Training Europe	Mar 14, 2013 11:55 PM
107	Pro Pilots	Mar 14, 2013 11:51 PM
108	Falcon Airlines	Mar 14, 2013 11:46 PM
109	Bristow Helicopters	Mar 14, 2013 11:43 PM
110	Spanish training provider	Mar 14, 2013 5:09 PM
111	ACS	Mar 14, 2013 5:07 PM
112	Royal Airforce	Mar 14, 2013 5:02 PM
113	Royal Airforce	Mar 14, 2013 4:59 PM
114	Execjet training	Mar 14, 2013 4:51 PM
115	British Airways	Mar 14, 2013 4:49 PM
116	Easy Jet	Mar 14, 2013 4:47 PM
117	Netjets Europe	Mar 14, 2013 4:37 PM
118	Qatar Airways	Mar 14, 2013 4:35 PM
119	North Cumbria Flying School	Mar 14, 2013 4:33 PM
120	Aviation Career Academy	Mar 13, 2013 3:48 PM

Page 12, Q23. Name of the Training Provider or Airline?

121	DN Airways	Mar 13, 2013 3:45 PM
122	JD Aviation	Mar 13, 2013 3:34 PM
123	Max Air	Mar 13, 2013 3:27 PM
124	Turkish Airlines	Mar 13, 2013 3:25 PM
125	Tag Aviation	Mar 13, 2013 3:24 PM
126	GolfAir	Mar 13, 2013 3:22 PM
127	Aurigny Airlines	Mar 13, 2013 3:22 PM
128	Southend Flying School	Mar 13, 2013 3:16 PM
129	British Airways	Mar 13, 2013 3:15 PM
130	Qatar Airways	Mar 13, 2013 3:14 PM
131	CityJet	Mar 13, 2013 2:55 PM
132	Orient Thai Airlines	Mar 13, 2013 2:50 PM
133	GCAA licence	Mar 13, 2013 2:37 PM
134	Fly Dubai	Mar 13, 2013 2:35 PM
135	Egmatia Aviation	Mar 13, 2013 2:11 PM
136	Emirates	Mar 13, 2013 1:29 PM
137	Areni	Mar 13, 2013 1:27 PM
138	not employed	Mar 13, 2013 1:24 PM
139	Jet 2	Mar 13, 2013 1:20 PM
140	na	Mar 13, 2013 1:06 PM
141	Old Sarum Flying club	Mar 13, 2013 1:04 PM
142	n/a	Mar 13, 2013 12:42 PM
143	BGA	Mar 13, 2013 12:39 PM
144	Skywest Aviation	Mar 13, 2013 11:48 AM
145	N/A	Mar 13, 2013 10:51 AM
146	Professional Air Training	Mar 13, 2013 10:46 AM
147	N/A	Mar 13, 2013 10:44 AM
148	N/A	Mar 13, 2013 10:42 AM
149	CHC Scotia	Mar 13, 2013 10:19 AM
150	Aircraft Owners and Pilots	Mar 13, 2013 10:17 AM

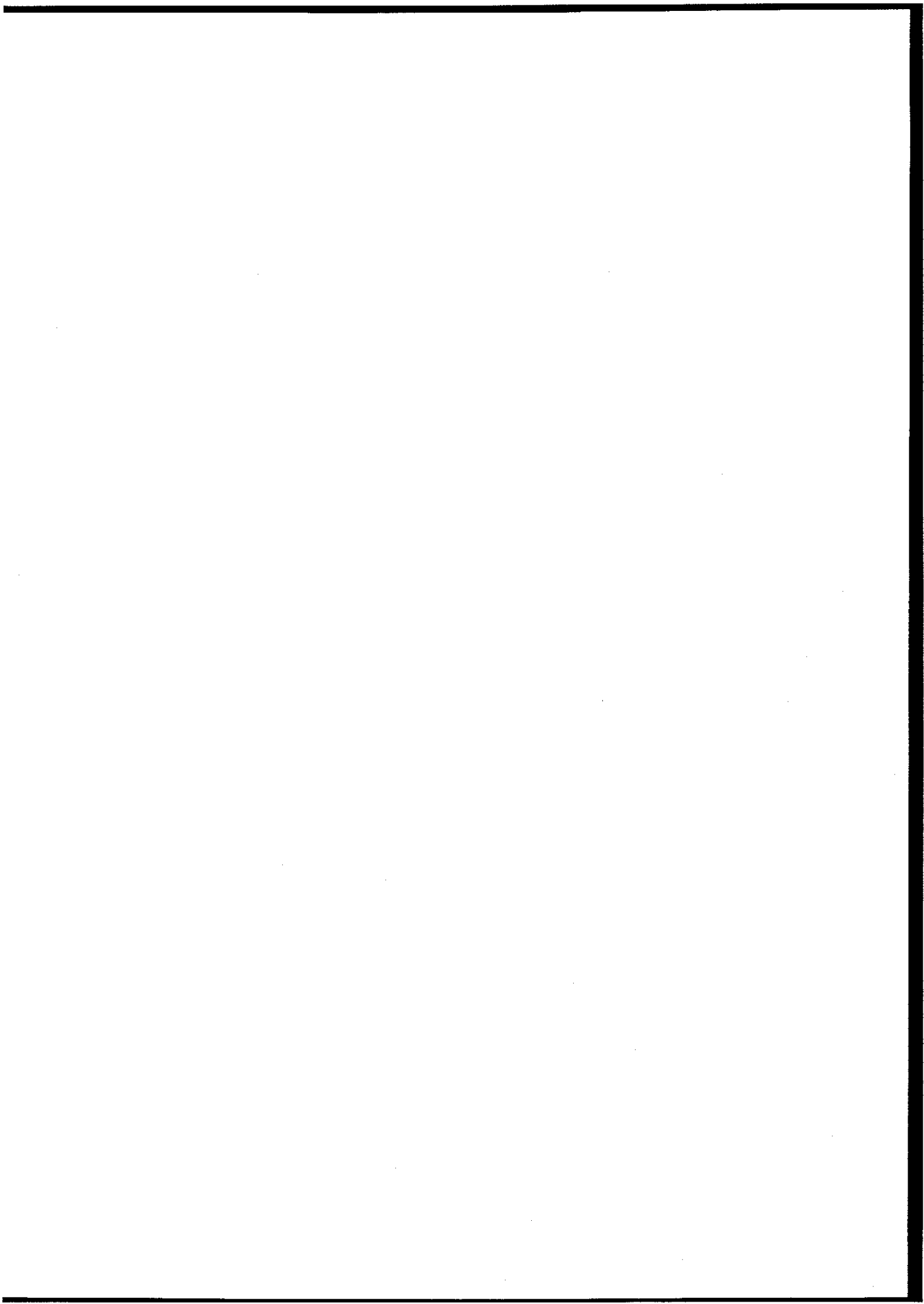
Page 12, Q23. Name of the Training Provider or Airline?

151 Emirates Airlines

Mar 13, 2013 10:10 AM

152 GE AIR

Mar 13, 2013 9:54 AM



# Public Counter Service Customer Feedback Questionnaire



## 1. Courtesy and professionalism of staff

	Dissatisfied	Average	Good	Excellent	Rating Average	Rating Count
	0.2% (1)	0.0% (0)	3.5% (17)	96.3% (464)	3.96	482
	answered question					482
	skipped question					0

## 2. Knowledge and helpfulness of staff

	Dissatisfied	Average	Good	Excellent	Rating Average	Rating Count
	0.2% (1)	0.0% (0)	5.4% (26)	94.4% (454)	3.94	481
	answered question					481
	skipped question					1

## 3. Friendliness of staff

	Dissatisfied	Average	Good	Excellent	Rating Average	Rating Count
	0.2% (1)	0.0% (0)	5.4% (26)	94.4% (454)	3.94	481
	answered question					481
	skipped question					1

## 4. Quality of customer service

	Dissatisfied	Average	Good	Excellent	Rating Average	Rating Count
	0.2% (1)	0.0% (0)	7.9% (38)	91.9% (440)	3.91	479
	answered question					479
	skipped question					3



### 5. Services available i.e. Cafe

	Dissatisfied	Average	Good	Excellent	Rating Average	Rating Count
	2.2% (10)	10.7% (48)	34.3% (154)	52.8% (237)	3.38	449
	answered question					449
	skipped question					33

### 6. Comfort of environment

	Dissatisfied	Average	Good	Excellent	Rating Average	Rating Count
	0.4% (2)	3.8% (18)	36.9% (176)	58.9% (281)	3.54	477
	answered question					477
	skipped question					5



### 7. Value for money

	Dissatisfied	Average	Good	Excellent	Rating Average	Rating Count
	6.9% (32)	19.7% (91)	34.3% (158)	39.0% (180)	3.05	461
	answered question					461
	skipped question					21



### 8. Were all enquiries / applications resolved during your visit?

		Response Percent	Response Count
Yes	<input checked="" type="checkbox"/>	98.7%	448
No	<input type="checkbox"/>	1.3%	6
	answered question		454
	skipped question		28

**9. If 'No', did the staff member help and direct you in how to do so?**

		Response Percent	Response Count
Yes		97.4%	38
No		2.6%	1
answered question			39
skipped question			443

**10. Based on your experience, are you likely to use the counter service again in the future?**

		Response Percent	Response Count
Yes		99.8%	445
No		0.2%	1
answered question			446
skipped question			36

**11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below**

	Response Count
	270
answered question	270
skipped question	212



**Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below**

1	the turn around of a postal application is published as 12 working days and yet I was advised of a backlog. This potential delay forced me to use the same day service.	May 16, 2014 5:04 PM
2	job well done by [REDACTED] Many Thanks - all Well worth a 3 hour drive to 'Transition' a CAA/JAA FCL (PPL(A) + Ratings) to EASA	May 16, 2014 5:02 PM
3	Wow! Excellent!	May 16, 2014 4:26 PM
4	Made simple and friendly! Well done	May 16, 2014 4:25 PM
5	Excellent service, fast and efficient!	May 16, 2014 4:25 PM
6	Good Job!!	May 16, 2014 4:22 PM
7	Payment dissatisfied through EASA and not CAA	May 16, 2014 4:22 PM
8	I was helped and guided by [REDACTED] who did a sterling job!!	May 16, 2014 1:05 PM
9	Having used the counter service on a number of occasions, I have found the staff to be friendly and extremely helpful. The service is expedient and a vast improvement over the previous counter service that used to be available.	May 16, 2014 1:04 PM
10	Disappointed to find the restaurant facility no longer available to customers. The cafe in my opinion is no substitute for the old restaurant.	May 16, 2014 1:02 PM
11	The new system is a lot quicker and user friendly than before. Well done!	May 16, 2014 1:01 PM
12	A better cafe would be ideal, many visitors would have travelled far and want a substantial meal	May 16, 2014 1:01 PM
13	Very helpful service - Excellent	May 16, 2014 1:00 PM
14	[REDACTED] was highly professional and helpful. She is a credit to the organisation. With thanks	May 2, 2014 5:15 PM
15	The lady that helped me today was charming...very positive experience!!	May 2, 2014 5:15 PM
16	Great customer service, easy and fast process. Very friendly and helpful staff! Thank you	May 2, 2014 5:14 PM
17	Much better experience than I was expecting, Thank you!	May 2, 2014 5:13 PM
18	Big improvement over historic counter service	May 2, 2014 5:12 PM
19	[REDACTED] helpful and useful. Many thanks for the quick service	May 2, 2014 5:12 PM
20	It's been after years since I visited, I'm really impressed with the new layout efficiency of the service and the general feel of my visit	May 2, 2014 5:11 PM
21	Best CAA in Europe	May 2, 2014 5:10 PM
22	Very professional, quick and friendly. [REDACTED] was excellent	May 2, 2014 5:09 PM
23	[REDACTED] was very helpful, professional and polite. Very pleased with the new layout	May 2, 2014 5:09 PM

**Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below**

24	Exemplary service	May 2, 2014 5:08 PM
25	Cafe very limited, poor and limited choice of food options	May 2, 2014 5:08 PM
26	Whole experience was very good. All staff were very helpful	May 2, 2014 5:06 PM
27	Much more friendly and helpful service and quickly dealt with my application	Apr 25, 2014 4:51 PM
28	Great service and a simple process. Very happy!	Apr 25, 2014 4:47 PM
29	Suggest you offer an express 2/3 days service by post/counter at a premium charge. This would be far cheaper than long drive and beneficial to all parties	Apr 25, 2014 4:46 PM
30	Great Experience - Thanks!	Apr 25, 2014 4:45 PM
31	Great Service	Apr 25, 2014 4:45 PM
32	Excellent staff with great customer service. Thank you!	Apr 25, 2014 4:44 PM
33	Excellent service - open plan area nicer than the old counter service room	Apr 25, 2014 4:43 PM
34	Thank you very much for the efficient service	Apr 25, 2014 4:40 PM
35	It would be amazing if the cafe opened at 7AM with the doors! Otherwise the new set up seems to work very well. [REDACTED] was very helpful in sorting my EASA licence	Apr 17, 2014 5:08 PM
36	[REDACTED] was excellent - professional, knowledgeable and highly efficient. Thank you	Apr 17, 2014 5:06 PM
37	Excellent service and very friendly. Would travel from Preston again to renew docs...Impressed!	Apr 17, 2014 5:05 PM
38	Very good service, much better than before. Same day service - excellent idea.	Apr 17, 2014 5:05 PM
39	Very positive and helpful experience!	Apr 17, 2014 5:04 PM
40	Pleasantly surprised by atmosphere, comfort and efficiency	Apr 17, 2014 5:03 PM
41	[REDACTED] was superb! give her a pay rise!!	Apr 17, 2014 5:02 PM
42	Extremely satisfied, with the service received!	Apr 17, 2014 5:00 PM
43	A big improvement...thanks!	Apr 17, 2014 5:00 PM
44	Very pleasant and friendly staff	Apr 17, 2014 4:59 PM
45	New system seems very efficient and personable a big improvement!	Apr 17, 2014 4:58 PM
46	Online counter service for T/R etc Examiner enters details as an AME does, records updated immediately	Apr 17, 2014 4:57 PM
47	Please improve vegetarian options at the cafe. Perhaps scale down the charges for Licence fees.	Apr 15, 2014 12:52 PM
48	Only difficulty experienced was identifying which form to complete and how	Apr 15, 2014 12:51 PM

**Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below**

	much to pay - both quickly resolved by [REDACTED] and [REDACTED]	
49	Very friendly and professional. Thank you!	Apr 15, 2014 12:50 PM
50	Excellent initial review of papers so onw knows all is okay and will progress. Might be a good idea to have a sign showing very approx. how long it may take for info on any particular day.	Apr 15, 2014 12:49 PM
51	Restaurant access at the top floor should be restored, the £89 for the re-issuance of the IR(R) is a bit steep!	Apr 15, 2014 12:47 PM
52	I was seen by [REDACTED] at the desk for my query. [REDACTED] was extremely helpful and very knowledgeable. I was very happy and satisfied. Thank you very much! Keep it up!	Apr 15, 2014 12:46 PM
53	Very good service. Counter staff very good.	Apr 15, 2014 12:44 PM
54	Very helpful and professional.	Apr 15, 2014 12:44 PM
55	Staff were excellent, very friendly + extremely helpful. Thank you!!	Apr 15, 2014 12:43 PM
56	Superb service	Apr 15, 2014 12:42 PM
57	Have a UK licence valid for life, so having to pay for an EASA licence is not good.	Apr 15, 2014 12:42 PM
58	Open the restaurant to visitors	Apr 15, 2014 12:41 PM
59	Much better than on previous visits, very good. Very friendly and knowledgeable staff!	Apr 15, 2014 12:40 PM
60	Friendly efficient service!	Apr 15, 2014 12:39 PM
61	Very nice friendly staff - Thanks	Apr 15, 2014 12:37 PM
62	It was great!!	Apr 15, 2014 12:37 PM
63	Perhaps make it clearer on the website that you can approve before 8:30 and get in the queue.	Apr 15, 2014 12:37 PM
64	Very good compared to last visit!	Apr 15, 2014 12:36 PM
65	Excellent and professional service - Thank you	Apr 15, 2014 12:35 PM
66	[REDACTED] - Excellent service, Thank you!	Apr 15, 2014 12:34 PM
67	members of staff extremely kind and helpful.	Apr 4, 2014 10:25 AM
68	Much improved service, I arrived early due to traffic on M25. The ability to sit and wait inside with Wi-Fi was excellent. Very friendly staff a great improvement and finished in 20 minutes not 3 hours as it used to be.	Apr 4, 2014 10:25 AM
69	Wanted to go upstairs, really miss that! Very good service from [REDACTED] and [REDACTED]	Apr 4, 2014 10:22 AM
70	Best experience at the CAA. Fast friendly staff and very professional.	Apr 4, 2014 10:13 AM

**Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below**

- |    |  |                      |
|----|--|----------------------|
| 71 | Very good and friendly. Please maintain!   | Apr 4, 2014 10:12 AM |
| 72 | Massive improvement on previous system! Security could do with passing on a bit more information, it was unsettling just sitting down in a cafe with a number, without knowing how the process was with the nice lady pre-vetting us and helping with forms etc. Great coffee, without risking losing place! Refurb toilets would be good. | Apr 4, 2014 10:09 AM |
| 73 | [REDACTED] was very helpful with my conversation today. Thank you very much!   | Apr 4, 2014 10:04 AM |
| 74 | Counter service is very efficient but the fact that one has to travel to Gatwick and stay in a hotel overnight to get a type rating on a licence is shocking and creates very high costs. I would expect it to be possible to deal with these simple issues via the www these days.  | Apr 4, 2014 10:03 AM |
| 75 | This was a most pleasant experience as found staff members friendly and willing to help.   | Apr 4, 2014 10:01 AM |
| 76 | It has saved me so much time, stress and confusion being able to come down, while going down the priceless uncertain postal route. Well worth the time and effort to get here. Well done!  | Apr 4, 2014 9:59 AM  |
| 77 | Excellent service - 10/10 In and out in 90 minutes. I don't really think this kind of issue i.e. FCL can be dealt with more speedily. What would be nice would be a ticker saying what the waiting time would be.  | Mar 31, 2014 1:15 PM |
| 78 | [REDACTED] was excellent from the start, very professional and outstanding customer service! Excellent knowledge and very helpful. She took time to give me all the information and I personally would like to thank you for that.   | Mar 31, 2014 1:13 PM |
| 79 | Keep an eye on blank form pigeon holes for empty slots! A calm and helpful experience. Appreciate being 'Spotted' and welcomed while waiting; extra forms made available quickly. Collection of empty cups around waiting area - why no bins??   | Mar 31, 2014 1:11 PM |
| 80 | I found your representative [REDACTED] to be very polite and very useful, excellent service and very quick   | Mar 28, 2014 6:14 PM |
| 81 | Initial waiting time a little lengthy would be good to see where you are in the queue (e.g. number display)  | Mar 28, 2014 6:13 PM |
| 82 | A friendly first class service. Many thanks  | Mar 28, 2014 6:12 PM |
| 83 | [REDACTED] was absolutely superb, friendly, very knowledgeable and highly efficient. A credit to the CAA.  | Mar 28, 2014 6:10 PM |
| 84 | It was not a good idea from a customers perspective, taking away the comfort of sofas in the foyer. Also taking away the restaurant facilities was not a great move.   | Mar 28, 2014 6:09 PM |
| 85 | Fast service. Good customer care   | Mar 28, 2014 6:08 PM |
| 86 | Counter service - Great excellent Telephone/email enquiries - very dissatisfied  | Mar 28, 2014 6:07 PM |
| 87 | Thanks for all your help!  | Mar 28, 2014 6:06 PM |

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- |     |  |                      |
|-----|--|----------------------|
| 88  | As above my experience was made easy by friendly + helpful staff   | Mar 28, 2014 6:04 PM |
| 89  | Very satisfied, your member of staff serving to me today is a credit to your organisation.   | Mar 28, 2014 6:04 PM |
| 90  | All good, very well pleased with the new desk service. Good improvement!   | Mar 28, 2014 6:03 PM |
| 91  | Access to the restaurant would be nice   | Mar 28, 2014 6:01 PM |
| 92  | Please put on your website how long the wait might be.   | Mar 28, 2014 5:59 PM |
| 93  | Very friendly, patient, and understanding staff member. Thank you  | Mar 28, 2014 5:59 PM |
| 94  | A well run organisation  | Mar 28, 2014 5:58 PM |
| 95  | Cost of coffee is too expensive  | Mar 28, 2014 5:58 PM |
| 96  | Perfect service thanks   | Mar 21, 2014 5:54 PM |
| 97  | My experience has been very positive; Courteous friendly + helpful staff have enabled my type rating and for this I am extremely thankful. Please personally thank the following individuals - [REDACTED] and [REDACTED] of course very many thanks to [REDACTED] Very best wishes to all of the 'HUB' staff | Mar 21, 2014 5:52 PM |
| 98  | Pleasant experience :)   | Mar 21, 2014 5:33 PM |
| 99  | Good service - but expensive!  | Mar 21, 2014 5:33 PM |
| 100 | Thank you, [REDACTED] did a very good job!   | Mar 21, 2014 5:31 PM |
| 101 | All very good  | Mar 21, 2014 5:31 PM |
| 102 | A little more information on the website about what to expect for a first time visitor would be useful (e.g. canteen available, ability to arrive before 08.30), but otherwise - Excellent service   | Mar 21, 2014 5:30 PM |
| 103 | Already a great improvement with the new same day service on waiting times.  | Mar 21, 2014 5:26 PM |
| 104 | Brilliant service. Knowledgeable staff   | Mar 21, 2014 5:25 PM |
| 105 | Found the new atrium layout better and more effective  | Mar 21, 2014 5:23 PM |
| 106 | The service was very efficient and friendly  | Mar 21, 2014 5:22 PM |
| 107 | A huge improvement to the previous system. Thank you for your assistance with my licence, [REDACTED] was particularly helpful.   | Mar 21, 2014 5:17 PM |
| 108 | Knowledgeable and friendly service. What seemed like a complicated application, dealt with quickly and easily.   | Mar 21, 2014 5:16 PM |
| 109 | Average for cost as £139 is not cheap for what appears to be a fairly simple and quick admin process! otherwise very satisfied   | Mar 21, 2014 5:14 PM |
| 110 | Excellent service. Thank you!  | Mar 17, 2014 4:21 PM |



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111	An indication of the anticipated processing time would be useful.	Mar 17, 2014 4:20 PM
112	Very friendly and professional staff!	Mar 17, 2014 4:19 PM
113	very helpful and friendly - a pleasure to make the 2.5 hour drive!	Mar 17, 2014 4:19 PM
114	Much quicker service	Mar 17, 2014 4:18 PM
115	I had a great impression	Mar 17, 2014 4:17 PM
116	Very good, quick service!	Mar 17, 2014 4:16 PM
117	Have improved from past years! Really helpful and professional!	Mar 17, 2014 4:15 PM
118	Question 8 - Nearly (My fault) Staff are fantastic - Brilliant) Having to purchase an EASA licence only 18 months after purchasing a JAA licence is a little unfair! (New type rating) (Understatement!)	Mar 17, 2014 4:15 PM
119	Breakfast services at cafe could be better.	Mar 17, 2014 4:11 PM
120	The lady who comes around to find out peoples enquiries while you are waiting is an excellent idea that way if you have a very quick general enquiry you don't have to wait a long time. Cost seems very high for something that takes relatively short time to complete.	Mar 17, 2014 4:11 PM
121	Very hard to improve. Excellent customer service and very welcoming, all issues were dealt with very promptly and efficiently. couldn't have been more helpful who together with are from a customers prospective, doing an excellent job. Thank you!	Mar 17, 2014 4:05 PM
122	Very pleased with the new system	Mar 12, 2014 5:57 PM
123	Incorrect change from £20 to £5 short (Cafe)	Mar 12, 2014 5:56 PM
124	Really helpful thank you	Mar 12, 2014 5:55 PM
125	I come directly from France to use this counter. Professional, fast and efficient!	Mar 12, 2014 5:54 PM
126	Thank you! It's a shame that a proper breakfast at a table is no longer available to visitors who may have travelled a long way and only had a few hours sleep! Other than that...excellent service! Thank you	Mar 12, 2014 5:53 PM
127	is an excellent ambassador for the CAA	Mar 12, 2014 5:51 PM
128	Very efficient!	Mar 12, 2014 5:50 PM
129	Allow debit/credit card payments at the coffee shop please!	Mar 11, 2014 5:48 PM
130	Much better system and very quick	Mar 11, 2014 5:47 PM
131	Not allowed in the restaurant for a sandwich any longer - why?	Mar 11, 2014 5:46 PM
132	Great help - Superb service and very polite	Mar 11, 2014 5:44 PM
133	Very professional thank you	Mar 11, 2014 5:44 PM

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134	A very good system	Mar 11, 2014 5:43 PM
135	Very good service and very friendly + put me at ease.	Mar 11, 2014 5:42 PM
136	Both [REDACTED] and [REDACTED] were the most patient angels as i am not the worlds best at paperwork. A good experience for me and a very good example of 2 frontline women	Mar 11, 2014 5:40 PM
137	Fantastic [REDACTED] was excellent help	Mar 7, 2014 5:20 PM
138	[REDACTED] was very helpful	Mar 7, 2014 5:19 PM
139	Was all quick and precise EASA license conversion Thank you	Mar 7, 2014 1:36 PM
140	Very quick + efficient	Mar 7, 2014 1:35 PM
141	Very good service and improved environment. Much quicker process	Mar 7, 2014 1:34 PM
142	Very quick the new system works well	Mar 7, 2014 1:33 PM
143	Fantastic help at service	Mar 7, 2014 1:31 PM
144	Very much improved service from previous years. The system works much better than the collection system used previously and the change over has a pleasant surprise as there wasn't any guidance about it on the web	Mar 7, 2014 1:30 PM
145	After 40 years having, it is good to see the licensing service develop into such a helpful excellent service	Mar 7, 2014 1:29 PM
146	Flight CEO licensing were great Front desk (female) was abrupt to port of rudeness on arrival	Mar 7, 2014 1:27 PM
147	Much quicker and easier to use thank you	Mar 7, 2014 1:25 PM
148	Nice friendly service particularly from a very helpful lady called [REDACTED] who is an asset to the company	Mar 7, 2014 1:24 PM
149	It still needs to be faster (more concurrency) perhaps 8 service desks not 4. Or have a pre booking system	Mar 7, 2014 1:22 PM
150	A fantastic improvement on the old system	Mar 7, 2014 1:21 PM
151	A much better service. [REDACTED] was a great help Thank you	Mar 7, 2014 1:21 PM
152	Very good Thanks for the service	Mar 7, 2014 1:20 PM
153	would be nice to see that you have a cafe	Mar 7, 2014 1:18 PM
154	Cubicles are very good, but because of the cubicle all noise/talking goes out one direction, which causes people on the waiting bench to hear every word said in the cubicle very clearly, causing less privacy in cubicle on what is said or discussed	Mar 7, 2014 1:18 PM
155	Very good thank you	Mar 7, 2014 1:15 PM
156	Compared to the old counter system, seen quickly (within 10 mins & when seen rating immediately added to license rather than old service of return in	Mar 7, 2014 1:15 PM

**Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below**

- 3 hours Excellent developments. Thanks would be nice to have old cooked breakfast service back though!
- 157 Overall, am effective, efficient + cheerful service! impressed Mar 7, 2014 1:13 PM
- 158 [REDACTED] in FCC licensing was very helpful over email thankyou Mar 7, 2014 1:12 PM
- 159 So much better. Well done CAA Mar 7, 2014 1:11 PM
- 160 Improving all the time, nice to see Mar 7, 2014 1:10 PM
- 161 Excellent service, nice to be met, greeted and process explained. Time estimated for waiting were correct. It was a much quicker process from i was expecting. Very sad we cant sue the top floor restaurant although, cafe quite okay as a substitute Mar 7, 2014 1:09 PM
- 162 Contradictory information from telephone service Mar 7, 2014 1:07 PM
- 163 Having used the counter service 73 years ago. This is a more efficient, fantastic service. Mar 7, 2014 1:06 PM
- 164 Sorry to be dissatisfied with the value for money. I just think £45 is a lot for someone to print a single duplicate copy of a license Mar 7, 2014 1:05 PM
- 165 Good speedy service Mar 7, 2014 1:04 PM
- 166 The fee of £89 just to have a night rating added to my license is very high Mar 7, 2014 1:02 PM
- 167 Most impressed that [REDACTED] worked into his lunch break to let me get away earlier! thankyou Also to [REDACTED] thanks for getting me seen so promptly! Mar 7, 2014 1:01 PM
- 168 The most helpful visit to an office building ever! Fantastic service Mar 7, 2014 12:59 PM
- 169 Fantastic! A great improvement to my last visit from security staff to rating issue - Well done Staff member who dealt with our rating issue was outstanding Mar 7, 2014 12:58 PM
- 170 A much better system than before Mar 7, 2014 12:57 PM
- 171 Great improvement to the service! thank you Mar 7, 2014 12:57 PM
- 172 I was very pleasantly surprised. Things seem to be improving Mar 7, 2014 12:56 PM
- 173 The ability for staff to process applications 'on the spot' as opposed to submitting forms and then waiting is most welcome and a change for the better. Mar 7, 2014 12:55 PM
- 174 Vast improvement - Excellent service Mar 7, 2014 12:54 PM
- 175 [REDACTED] Lovely Manner Mar 7, 2014 12:54 PM
- 176 Small Cafe Mar 7, 2014 12:53 PM
- 177 Excellent service! I was pleasantly surprised Mar 7, 2014 12:52 PM
- 178 This new friendly system is much better. I arrived at 8am, as number 13 and was out by 930, I had to collect some paperwork on the way from CAA at Mar 7, 2014 12:51 PM

**Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below**

burgess Hill and was delayed there so instead of arriving at 7am to be early in the queue i was an hour later arriving. I was told of the horror stories that as number 13 i wouldn't be seen until the after hour if at all that day. I couldn't believe it when the adviser told me they'd do it all there and then i'd be out in 15c minutes. I was very happy. He said they'd scrapped the time allocated whiteboard slot system in favour of a more customer friendly system. Imagine my relief! after getting up at 4am and driving for 2 1/2 hours and thinking i'd be there all day. I was very very happy. As I understand it (because I hadn't used the old same day service) a much improved service. EXCELLENT!!

179	If you validate some of your ratings by experience, there is no way to enter that online, so therefore, you have to put a date and then if you go to renew or revalidate your rating, the examiner will not know which one you completed your test last on. Without proof in your log book you should be able to enter experience.	Mar 7, 2014 12:46 PM
180	Fast and efficient service, would highly recommend	Mar 7, 2014 12:43 PM
181	Some really nice improvements, carry on	Mar 7, 2014 12:41 PM
182	A vast improvement! friendly and courteous staff - I actually feel like a customer! Well done	Mar 7, 2014 12:40 PM
183	Very impressed. Licensing is so complicated yet important, the face to face contact is a godsend	Feb 26, 2014 11:47 AM
184	Glad i arrived early	Feb 26, 2014 11:47 AM
185	If only the online and email response side could be this good	Feb 26, 2014 11:46 AM
186	Much improved licensing system, very friendly and efficient. This is my second new licence in 2 years and the cost is far too high	Feb 26, 2014 11:44 AM
187	Excellent service and staff	Feb 26, 2014 11:43 AM
188	All staff encounter friendly, helpful, courteous and knowledgeable. All enquiries and licence issues completed within 20 minutes of entering. Pleasure to use the service.	Feb 26, 2014 11:42 AM
189	Extremely friendly courteous and helpful staff. The new booth system is much better due to the face to face service. Well done	Feb 26, 2014 11:40 AM
190	What an improvement to the previous system	Feb 26, 2014 10:53 AM
191	It was great. The most professional and friendly CAA since I have had my CAA licence	Feb 26, 2014 10:52 AM
192	Very friendly and helpful staff. Quite refreshing experience	Feb 26, 2014 10:50 AM
193	Can I send all paperwork electronically the day before I attend same day service	Feb 26, 2014 10:48 AM
194	Having experience of different Authorities over many years, I can say that today's experience at PLD is the most positive I have had. Extremely efficient and helpful	Feb 26, 2014 10:47 AM

**Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below**

- |     |   |                       |
|-----|---|-----------------------|
| 195 | Thank you [REDACTED]  | Feb 26, 2014 10:40 AM |
| 196 | I had difficulty to find Aviation house partly because there are very few signs on the surrounding roads. It will be useful if the road name were included in the address printed on the application form   | Feb 26, 2014 10:39 AM |
| 197 | It would have been good to get breakfast in the canteen   | Feb 26, 2014 10:37 AM |
| 198 | [REDACTED] was very knowledgeable about the EASA transition, he was professional and efficient  | Feb 26, 2014 10:12 AM |
| 199 | [REDACTED] was extremely polite and answered all of my questions promptly without hesitation. My only complaint would be that he looks [REDACTED]   | Feb 26, 2014 10:10 AM |
| 200 | Pleased to know i can get my licence issued the same day. I came to the counter to drop off my documents and ready to wait 2 weeks for it!!!  | Feb 26, 2014 9:13 AM  |
| 201 | Very good service. A lot faster than it used to be. Very impressed  | Feb 26, 2014 9:11 AM  |
| 202 | Very good staff   | Feb 26, 2014 9:11 AM  |
| 203 | Counter experience overall is first class, and a considerable improvement on the previous location. I would particularly like to commend [REDACTED] and [REDACTED]. However what lets down the excellent professional side of the PLD is the sour and resentful demeanor of the staff at the security desk on arrival   | Feb 26, 2014 9:10 AM  |
| 204 | Very impressed with efficiency of the service and helpful staff. Regarding value for money i find it strange that i am applying for a FAA licence for which the FAA charge nothing at all yet the CAA charge £44 to write a letter! SUGGESTION; Could the CAA produce a "handy guide" to the common misconceptions surrounding EASA PPL privileges for publication in Flyer/Pilot etc | Feb 26, 2014 9:06 AM  |
| 205 | Very good, big improvement  | Feb 26, 2014 9:00 AM  |
| 206 | Brilliant!! The only way to deal with licence issue. Thank you!   | Feb 26, 2014 8:59 AM  |
| 207 | uncertainty with regard to when I would be called or informed to go to the booth  | Feb 26, 2014 8:58 AM  |
| 208 | Staff very friendly and helpful   | Feb 26, 2014 8:55 AM  |
| 209 | After many years of visiting the CAA FCL and same day service, the improvements over the last 12 months and the swift processing and ability to cope with some of the non typical applications is great to see. Well done UK CAA  | Feb 26, 2014 8:54 AM  |
| 210 | Big thanks to [REDACTED] and [REDACTED] for all their help  | Feb 26, 2014 8:51 AM  |
| 211 | Much better same day service.   | Feb 26, 2014 8:50 AM  |
| 212 | Outstanding professional service, very well done.   | Feb 26, 2014 8:50 AM  |
| 213 | Very Professional, well organised. Far better than the old system. Well Done  | Feb 26, 2014 8:48 AM  |

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214	I am pleased on the counter service that is offered	Feb 6, 2014 10:20 PM
215	Excellent, much improved FCL service compared to the old system. Well done	Feb 6, 2014 10:14 PM
216	Vast improvement. Good service-Thanks	Feb 6, 2014 10:13 PM
217	Perhaps some more info on the website of what to expect for same day service and what ID should be brought to the building on arrival. Otherwise generally a good professional service throughout	Feb 6, 2014 10:11 PM
218	I am very happy with this	Feb 6, 2014 10:10 PM
219	Much improved from previous arrangements. Cafe was closed on my visit and I was gasping for a drink	Feb 6, 2014 10:06 PM
220	The new system appears very efficient with minimum waiting time before being seen. Overall a massive improvement over the old	Feb 6, 2014 10:03 PM
221	A very welcome change. Well done	Feb 6, 2014 10:02 PM
222	Wow amazing transition from the previous system. So efficient and professional. For the first time in 35 years it's been a most pleasurable experience. Thank you	Feb 6, 2014 10:00 PM
223	Service much improved on previous	Feb 6, 2014 9:57 PM
224	I found the over the counter service very valuable as it allowed me to clarify and answer the questions that arose when using the online service	Feb 6, 2014 9:56 PM
225	Having an admin person check the documents prior to consultation streamlined the system	Feb 6, 2014 9:44 PM
226	The employee should have more facilities on his desk to avoid getting up and down to the office. To keep the privacy of this questionnaire there could be a box to put it in.	Feb 6, 2014 9:41 PM
227	Ultimately I prefer this system but would have liked to know it had changed as based on the old system I organised plans to pick up licence in the afternoon.	Feb 6, 2014 9:34 PM
228	The pod experience appears to be very useful for processing licences efficiently. (The old door bell on the counter was not good)	Feb 6, 2014 9:29 PM
229	Very nice and helpful people	Feb 6, 2014 9:28 PM
230	Very friendly staff as ever. Very expensive!	Feb 6, 2014 9:27 PM
231	Counter service was good, fast and efficient. However telephone service was not so good. Hence why I decided to come here in person. Although the service was fast during the time I have been here an appointment service for same day licence transfer would give added peace of mind for those who have to travel a long distance to get here	Feb 6, 2014 9:25 PM
232	Very impressed, speedy service, no complaints	Feb 6, 2014 9:16 PM
233	Very good service indeed!	Feb 6, 2014 9:15 PM



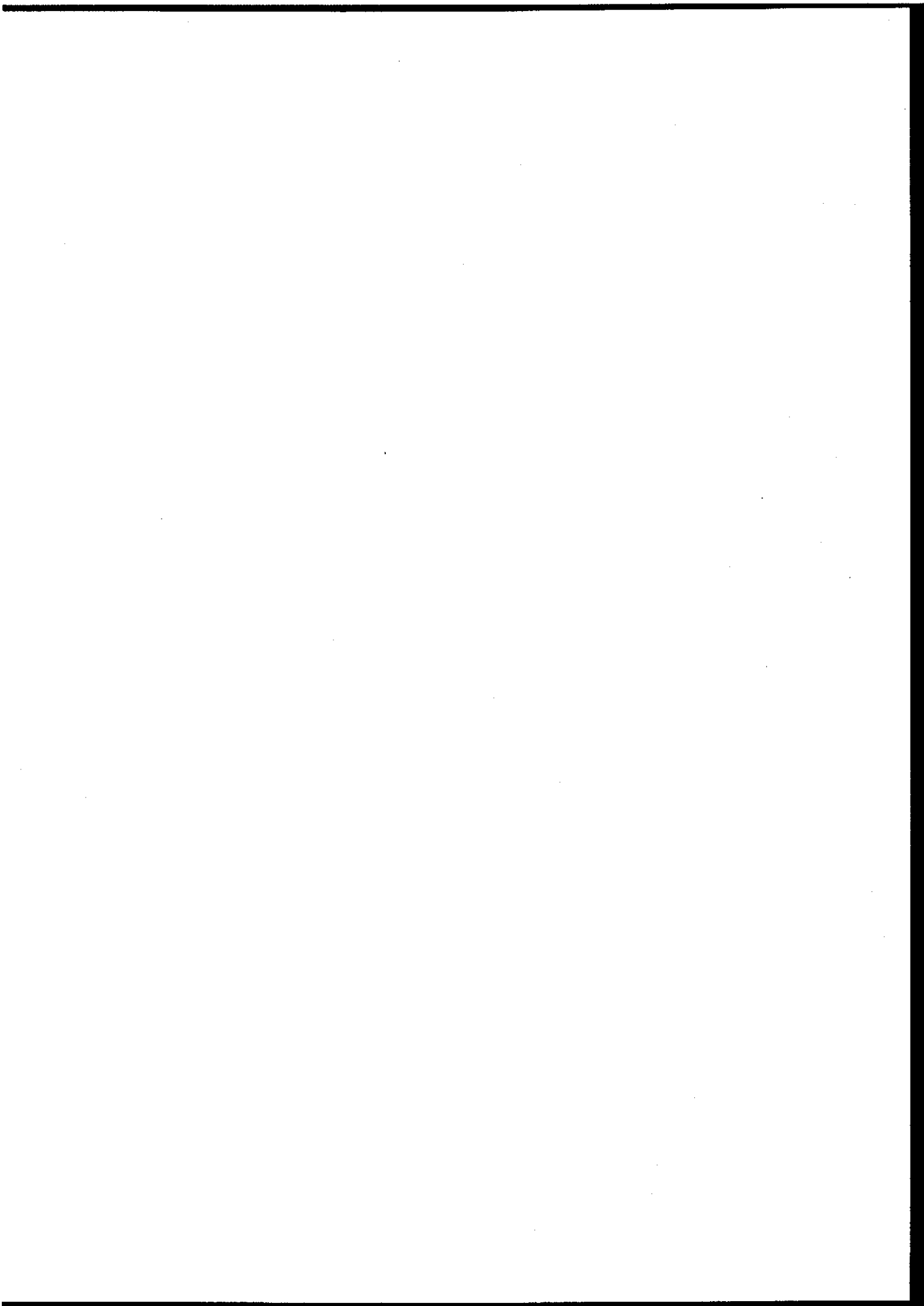
Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below

234	Very quick, most friendly. Thank you	Feb 6, 2014 9:14 PM
235	A very big improvement on the previous counter service! Much faster processing of licence, the new facilities are spacious and also offer privacy. Very good!	Feb 6, 2014 9:13 PM
236	I am very pleased with the efficiency of this new service, thank you for instigating these changes	Feb 6, 2014 9:09 PM
237	Very good service, thank you	Feb 6, 2014 8:39 PM
238	Very impressed, very welcoming	Feb 6, 2014 8:37 PM
239	The trial system to immediately issue ratings is great for us. A slightly longer initial wait is worth it. Thank you	Feb 6, 2014 8:36 PM
240	Very good service. Thank you	Feb 6, 2014 8:34 PM
241	Thank you -much appreciated	Feb 6, 2014 8:34 PM
242	Very pleasant experience (as always)	Feb 6, 2014 8:32 PM
243	Extremely competent and helpful. A facility which appears to expedite the process. A positive result for the candidate!	Feb 6, 2014 8:31 PM
244	Excellent service. Quick and efficient, will use again	Feb 6, 2014 8:28 PM
245	I'm very impressed with the new counter service	Feb 6, 2014 8:27 PM
246	██████ and ██████ were excellent and very helpful. Both are a credit to the CAA	Feb 6, 2014 8:24 PM
247	A real step forward to have licences and ratings endorsed there and then	Feb 4, 2014 10:29 PM
248	Security at reception have rejected a valid UK passport in the past due to a 68 yr photo. Also a little expensive, but a fast service	Feb 4, 2014 10:22 PM
249	Some breakfast provisions at the cafe please!	Feb 4, 2014 10:18 PM
250	Would be helpful to know where you are in the queuing system. ie how many people are in front of you. Extra thank you to the two ladies who helped me out when I had to rush off after checking in	Feb 4, 2014 10:16 PM
251	Far to travel to gatwick	Feb 4, 2014 10:13 PM
252	Great service	Feb 4, 2014 10:11 PM
253	Cafe a little limited in choice	Feb 4, 2014 10:08 PM
254	Very nice people	Feb 4, 2014 10:05 PM
255	As professional pilots, enquiries are often time critical. It would be useful if these were separated/prioritised as a phone option/email rather than just having to hold for long periods or calls not answered at all	Feb 4, 2014 10:01 PM
256	Waste bins would be useful	Feb 4, 2014 9:58 PM

Q11. If you would like to share any additional comments of your experience of the counter service, or comment on how we can improve our service, please use the space below

257	██████ was very helpful and made the wait less boring.	Feb 4, 2014 9:53 PM
258	Excellent helpful staff! Good job!!	Feb 4, 2014 9:49 PM
259	It was rather cold in the atrium. In most other countries this service is free	Feb 4, 2014 9:43 PM
260	Changing from my UK licence (held since 1978) to EASA. Was thinking it would be a hassle, BUT it was not. In fact staff made it really smooth. The streamlined process of someone assessing, then the detailed work through at the booth. Outcome-strong sense of customer satisfaction- not only for me but all other applicants sitting around me. Well done! ████████	Feb 4, 2014 9:40 PM
261	Excellent all round service and a pleasure to renew the EASA licence. ████████	Feb 4, 2014 9:28 PM
262	Really efficient and enjoyable I would prefer the counter service as it is a comfort to know that the administration issues are resolved and completed on the spot without a long postal wait. The variation on previous procedures whereby the whole process is conducted without the need to go away is a great idea.	Feb 4, 2014 9:25 PM
263	██████████ were both most helpful and courteous and efficient. All very quick and straightforward. Had licence updated within 45 minutes in total. Excellent service all round.	Feb 4, 2014 9:21 PM
264	All very good, super happy with the new service. ████████ was very useful and very professional	Feb 4, 2014 9:17 PM
265	This is so much better than it used to be. (Old customer)	Feb 4, 2014 9:15 PM
266	Cannot believe the difference since last visit. A lot more efficient and pleasant experience. Well done!	Feb 4, 2014 9:13 PM
267	Develop online verification/issue process in line with those performed by the FAA. The visit system to issue type ratings is expensive cumbersome and labour intensive. Excellent service from ████████ and ████████. Well done!	Feb 4, 2014 9:09 PM
268	A massive improvement on the existing counter service. Very quick, helpful and efficient. Many thanks!!	Feb 4, 2014 8:39 PM
269	Very friendly and efficient at the counter. ████████ was very good!	Feb 4, 2014 8:38 PM
270	Really excellent, friendly and efficient service. Well done!	Feb 4, 2014 8:35 PM







## Safety Critical and Other Communications Survey Results

### 1. Is the overall layout of the Information/Safety Notices and Safety Directives clear?

Agree	88.7%
Disagree	2.7%
Sometimes	8.6%

### 2. Do the new communications effectively target the intended audience?

Agree	73.0%
Disagree	5.2%
Sometimes	21.8%

### 3. Are the Safety Notices clear about when, and what, action is required?

Agree	86.0%
Disagree	2.0%
Sometimes	11.9%

**4. I prefer the new style communications**

<b>Agree</b>	<b>76.6%</b>
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<b>Disagree</b>	<b>5.6%</b>
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<b>Not sure</b>	<b>17.8%</b>
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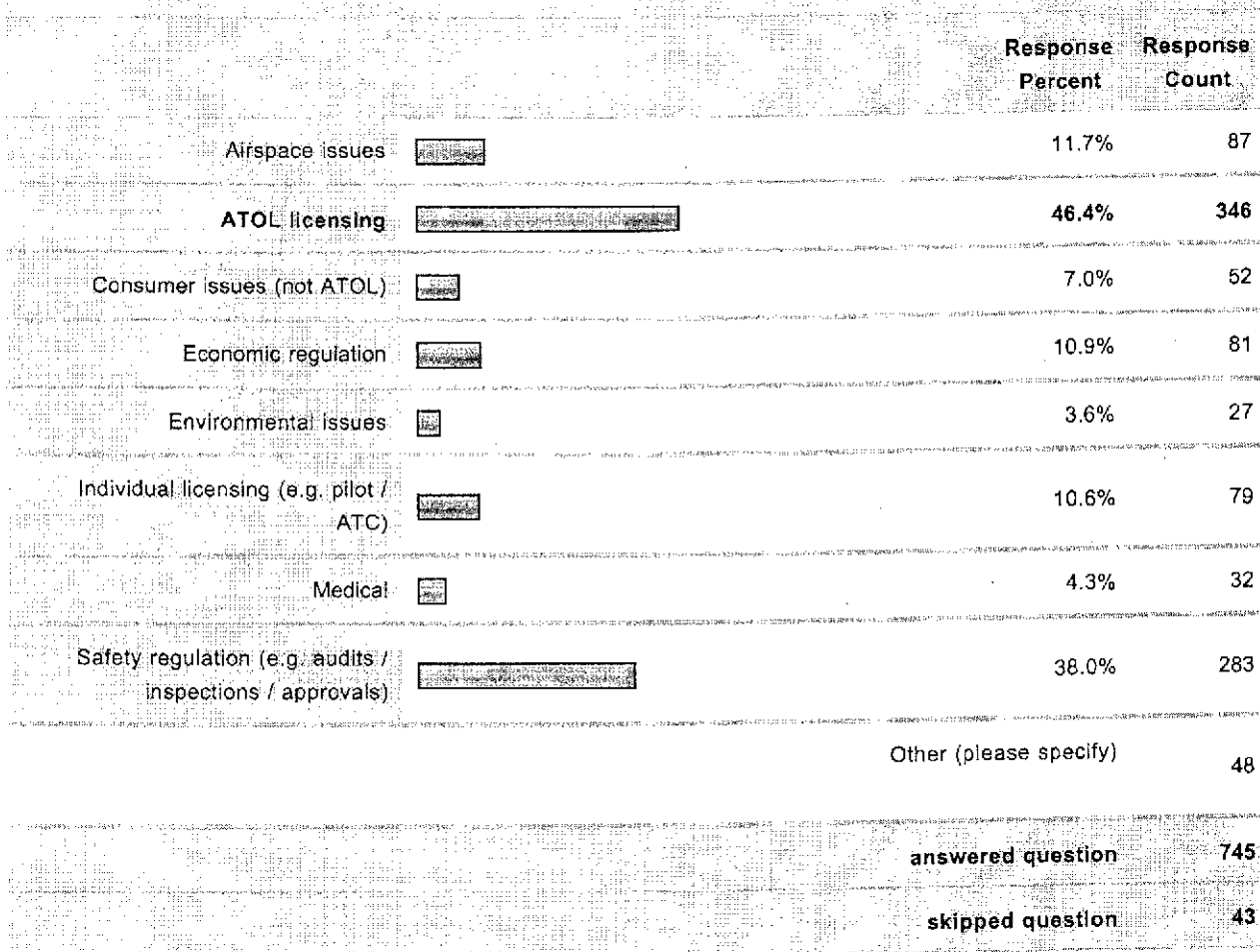
**5. The new style communications have had a positive effect on our organisation's internal communications**

<b>Agree</b>	<b>39.0%</b>
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<b>Disagree</b>	<b>7.4%</b>
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<b>Not Sure</b>	<b>53.6%</b>
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1. Which, if any, of the following are the main reasons that you contact the CAA? Please select all options that apply











## 2. Which of the following categories best describes the organisation you work in / represent?

		Response Percent	Response Count
Air navigation service provider including air-traffic control		5.5%	40
Airline		15.7%	115
Airport/Aerodrome		10.5%	77
ATOL holder		43.4%	318
Business aviation e.g Biz jet & airtaxi		5.7%	42
Cargo		1.8%	13
Government (central)		2.3%	17
Government (local)		0.4%	3
Groundhandling		2.2%	16
Manufacturing/engineering and maintenance		12.6%	92
Medical		1.0%	7
Non Governmental organisation (NGO)		1.5%	11
Professional association		2.5%	18
Public body		2.0%	15
Recreational aviation		4.4%	32
Training		8.9%	65
Other (please specify)			57

answered question 732

skipped question 56

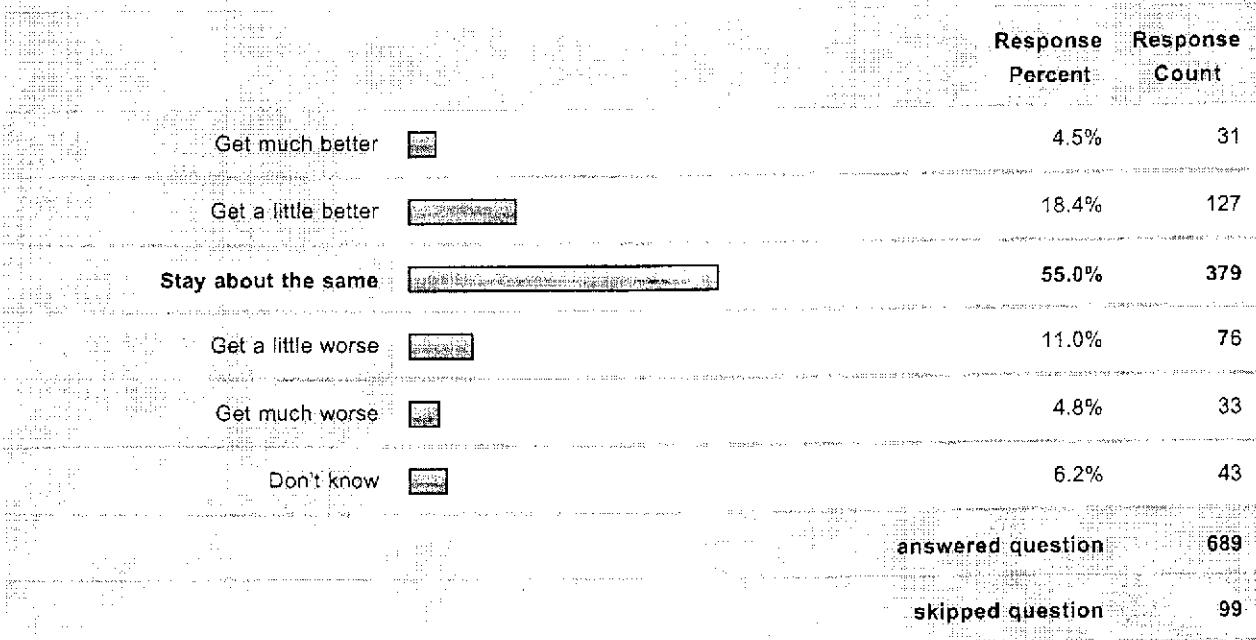
### 3. Overall, how do you rate the performance of the CAA as a regulator?

		Response Percent	Response Count
Excellent		8.1%	62
Very good		35.0%	269
Fairly good		30.3%	233
Neither good nor poor		14.4%	111
Fairly poor		4.8%	37
Very poor		2.5%	19
Terrible		1.6%	12
Don't know		3.4%	26
answered question			769
skipped question			19

















### 4. What are the main reasons why you rate the overall performance of the CAA as you do?

	Response Count
	469
answered question	469
skipped question	319

5. Do you expect the CAA's performance to get better or worse, or stay about the same, over the next two years?



6. Which, if any, of the following would you select to describe the CAA? Please select all options that apply

		Response Percent	Response Count
Ambitious		5.4%	37
Bureaucratic		43.8%	299
Collaborative		23.6%	161
Communicative		36.6%	250
Effective		29.9%	204
Efficient		23.1%	158
Expert		29.6%	202
Flexible		12.2%	83
Honest		31.6%	216
Inward looking		10.7%	73
Out of touch		12.9%	88
Not well respected		6.1%	42
Pro-active		9.2%	63
Slow		18.6%	127
Transparent		9.4%	64
None of these		2.8%	19
Other (please specify)			50

answered question 683

skipped question 105



7. To what extent do you agree or disagree that the CAA protects the interests of the consumer (by consumer we mean passengers and users of air transport)?

		Response Percent	Response Count
Strongly agree		18.9%	129
Tend to agree		48.0%	328
Neither agree nor disagree		17.0%	116
Tend to disagree		8.9%	61
Strongly disagree		2.8%	19
Don't know		4.5%	31
answered question			684
skipped question			104

8. Do you think the charges and fees levied by the CAA are too high, too low or about right for the value it provides?

		Response Percent	Response Count
Too high		46.5%	318
About right		39.6%	271
Too low		0.7%	5
Don't know		13.2%	90
answered question			684
skipped question			104

**9. How well informed do you feel about what the CAA is doing to meet each of its strategic objectives for the period 2011-2016?**

	Very well informed	Fairly well informed	Heard of the objective, but don't feel informed about what the CAA is doing	Not heard of this objective	Response Count
To enhance aviation safety performance by pursuing targeted and continuous improvements in systems, culture, processes and capability	11.6% (75)	32.8% (213)	26.3% (171)	29.3% (190)	649
To improve choice and value for aviation consumers now and in the future by promoting competitive markets, contributing to consumers' ability to make informed decisions and protecting them where appropriate	5.6% (36)	31.5% (204)	30.4% (197)	32.6% (211)	648
To improve environmental performance through more efficient use of airspace and make an efficient contribution to reducing the aviation industry's environmental impacts	4.5% (29)	29.6% (191)	32.7% (211)	33.3% (215)	646
To ensure that the CAA is an efficient and effective organisation which meets Better Regulation principles and gives value for money	6.4% (41)	32.5% (209)	30.9% (199)	30.3% (195)	644
answered question					651
skipped question					137

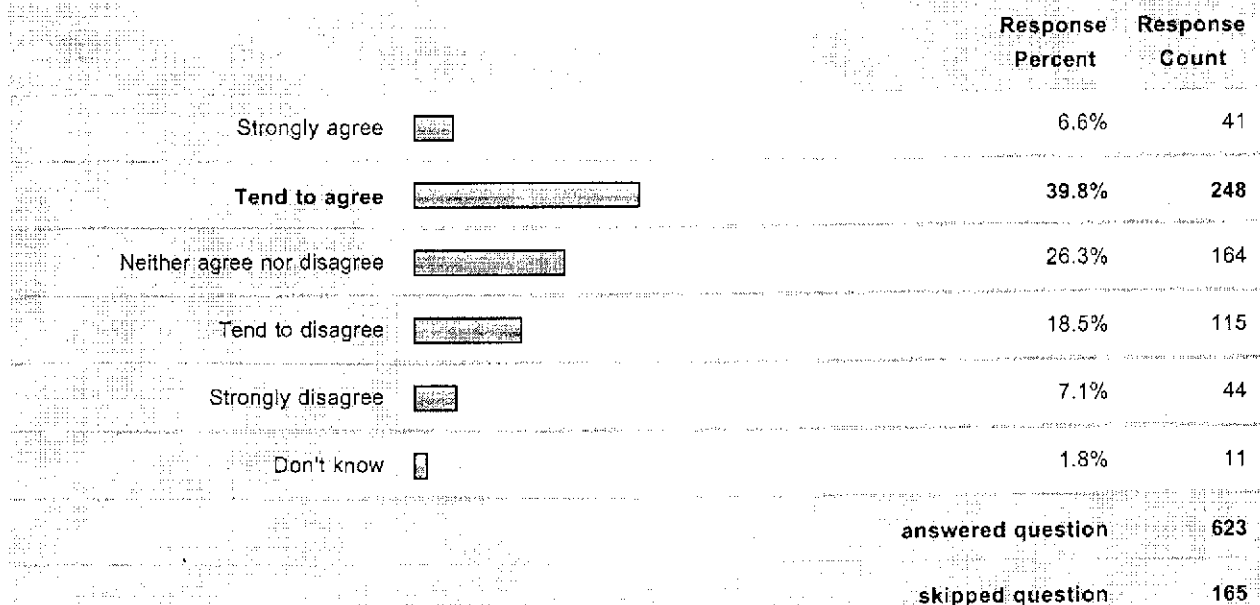
# 10. How successful, if at all, has the CAA been so far in meeting each of its objectives?

	Very successful	Fairly successful	Not very successful	Not at all successful	Don't know	Response Count
Enhancing aviation safety performance by pursuing targeted and continuous improvements in systems, culture, processes and capability	13.0% (82)	38.7% (244)	5.9% (37)	3.0% (19)	39.4% (248)	630
Improving choice and value for aviation consumers now and in the future by promoting 'competitive markets, contributing to consumers' ability to make informed decisions and protecting them where appropriate	3.5% (22)	29.4% (185)	18.9% (119)	7.6% (48)	40.5% (255)	629
Improving environmental performance through more efficient use of airspace and make an efficient contribution to reducing the aviation industry's environmental impacts	2.4% (15)	27.9% (175)	13.9% (87)	5.3% (33)	50.6% (318)	628
Ensuring that the CAA is an efficient and effective organisation which meets Better Regulation principles and gives value for money	4.8% (30)	32.3% (203)	17.0% (107)	11.0% (69)	34.9% (219)	628
answered question						632
skipped question						156

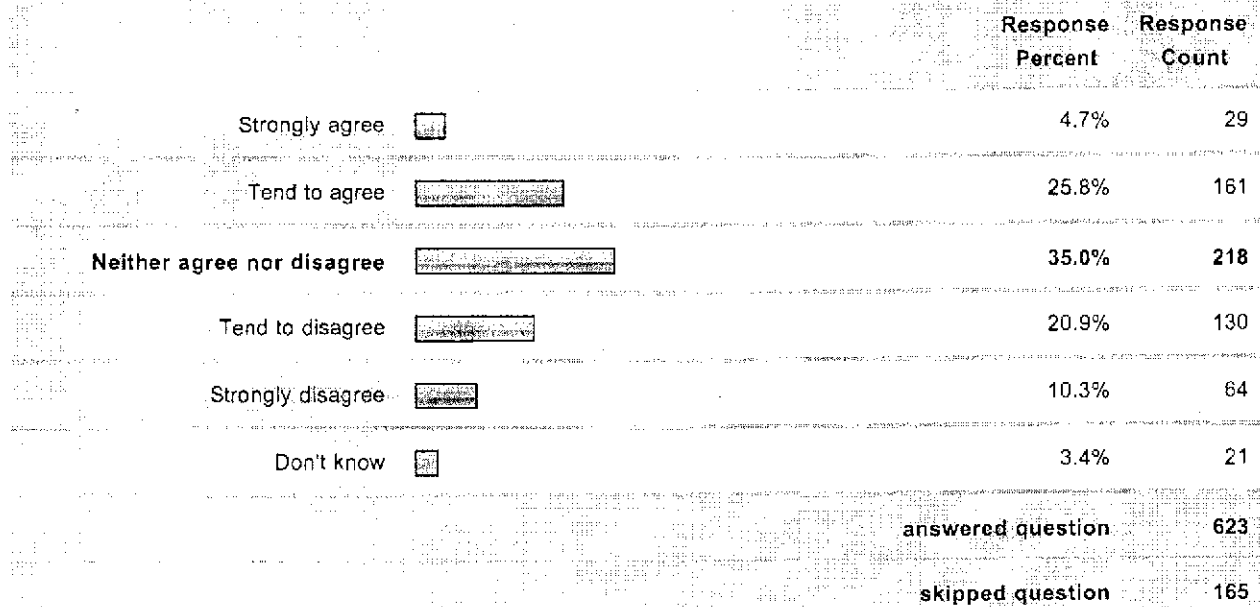
**11. How confident, if at all, are you that the CAA will achieve each of its objectives by 2016?**

	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know	Response Count
To enhance aviation safety performance by pursuing targeted and continuous improvements in systems, culture, processes and capability	11.3% (70)	39.4% (243)	10.4% (64)	5.0% (31)	33.9% (209)	617
To improve choice and value for aviation consumers now and in the future by promoting competitive markets, contributing to consumers' ability to make informed decisions and protecting them where appropriate	3.2% (20)	31.7% (196)	20.8% (129)	9.2% (57)	35.1% (217)	619
To improve environmental performance through more efficient use of airspace and make an efficient contribution to reducing the aviation industry's environmental impacts	3.4% (21)	33.1% (204)	16.2% (100)	7.3% (45)	40.0% (247)	617
To ensure that the CAA is an efficient and effective organisation which meets Better Regulation principles and gives value for money	4.7% (29)	34.1% (211)	17.8% (110)	12.8% (79)	30.6% (189)	618
answered question						621
skipped question						167

**12. To what extent do you agree or disagree that the CAA understands your views and concerns?**



**13. To what extent do you agree or disagree that the CAA acts on your views and concerns?**



14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

	Response Count
	398
answered question	398
skipped question	390


















15. How well informed, if at all, do you feel about the role and responsibilities of the CAA?

	Response Percent	Response Count
Very well informed	15.6%	95
Fairly well informed	66.1%	402
Not very well informed	16.8%	102
Not at all informed	1.5%	9
answered question		608
skipped question		180

16. Which, if any, of the following sources of information do you use to keep informed about what the CAA is doing? Please select all options that apply









		Response Percent	Response Count
CAA's conference and seminars	<input checked="" type="checkbox"/>	18.9%	114
CAA's website	<input checked="" type="checkbox"/>	72.5%	437
CAA's reports and other publications	<input checked="" type="checkbox"/>	43.9%	265
Clued Up magazine	<input type="checkbox"/>	2.3%	14
Consultations	<input checked="" type="checkbox"/>	18.2%	110
DVDs and CDs	<input type="checkbox"/>	1.2%	7
General media (e.g. newspapers, television and radio)	<input checked="" type="checkbox"/>	31.3%	189
Industry working groups and committees	<input checked="" type="checkbox"/>	26.0%	157
Information Notices	<input checked="" type="checkbox"/>	29.4%	177
In Focus newsletter	<input type="checkbox"/>	4.1%	25
Letters and email	<input checked="" type="checkbox"/>	41.1%	248
Meetings with CAA staff	<input checked="" type="checkbox"/>	43.1%	260
Other website(s)	<input type="checkbox"/>	6.5%	39
News Releases	<input checked="" type="checkbox"/>	14.3%	86
Social networking channels (e.g. Facebook and Twitter)	<input type="checkbox"/>	1.3%	8
None of these	<input type="checkbox"/>	2.7%	16
Don't know	<input type="checkbox"/>	1.5%	9
Other (please specify)			29
answered question			603
skipped question			185

17. Which, if any, of the following would you like the CAA to use to communicate with you? Please select all options that apply


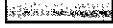
		Response Percent	Response Count
CAA's conference and seminars		28.7%	171
CAA's website		60.3%	359
CAA's reports and other publications		34.3%	204
Clued Up magazine		5.0%	30
Consultations		22.5%	134
DVDs and CDs		4.4%	26
General media (e.g. newspapers, television and radio)		12.8%	76
Industry working groups and committees		28.4%	169
Information Notices		33.9%	202
In Focus newsletter		9.9%	59
Letters and email		64.2%	382
Meetings with CAA staff		48.6%	289
Other website(s)		1.7%	10
News Releases		20.2%	120
Social networking channels (e.g. Facebook and Twitter)		3.0%	18
None of these		1.3%	8
Don't know		1.5%	9
Other (please specify)			29
answered question			595
skipped question			193





18. How often, if at all, do you contact the CAA directly. This could be by telephone, email, correspondence or face-to-face in meetings?

		Response Percent	Response Count
At least once a week		11.4%	70
At least once a month		25.8%	158
At least once every 3 months		19.6%	120
At least once every 6 months		15.7%	96
At least once every year		17.8%	109
Less than once a year		7.3%	45
Never		2.1%	13
Don't know		0.3%	2
answered question			613
skipped question			175



19. Thinking about the last time you contacted the CAA... Please select one answer from the following pair of statements

		Response Percent	Response Count
It was easy to get hold of the right person		81.5%	358
It was difficult to get hold of the right person		18.5%	81
answered question			439
skipped question			349



20. Please select one answer from the following pair of statements

		Response Percent	Response Count
The person I dealt with was friendly and helpful		95.0%	416
The person I dealt with was not friendly or helpful		5.0%	22
answered question			438
skipped question			350

21. Please select one answer from the following pair of statements

		Response Percent	Response Count
My problem / issue was resolved efficiently		80.7%	348
My problem / issue was not resolved efficiently		19.3%	83
answered question			431
skipped question			357

22. Please select one answer from the following pair of statements

		Response Percent	Response Count
I was satisfied with the outcome of this contact		82.8%	362
I was dissatisfied with the outcome of this contact		17.2%	75
answered question			437
skipped question			351



### 23. How often, if at all, do you use the CAA's website to find out information?

	Response Percent	Response Count
At least once a day	6.0%	37
At least once a week	21.0%	129
At least once a month	23.7%	145
At least once every 3 months	18.4%	113
At least once every 6 months	12.9%	79
At least once every year	6.5%	40
Less than once a year	6.2%	38
Never	4.7%	29
Don't know	0.5%	3
answered question		613
skipped question		175



### 24. Please tell us about your most recent visit to the CAA's website. What information were you looking for?

	Response Count
	450
answered question	450
skipped question	338



**25. Please select one answer from the following pair of statements**

		Response Percent	Response Count
It was easy to get hold of the right information		75.4%	368
It was difficult to get hold of the right information		24.6%	120
answered question			488
skipped question			300


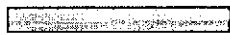




**26. Please select one answer from the following pair of statements**

		Response Percent	Response Count
I was satisfied with the quality of information provided		82.5%	395
I was dissatisfied with the quality of information provided		17.5%	84
answered question			479
skipped question			309

**27. Please select one answer from the following pair of statements**

		Response Percent	Response Count
I was able to find all the information I needed from the CAA's website		80.8%	386
I had to find the information I needed from another source / somewhere else		19.7%	94
Where did you find the information you were looking for (e.g. organisation name / website)			109
answered question			478
skipped question			310







28. Overall, how would you rate dealing with the CAA compared to other public bodies / regulators that you may deal with? Would you say the CAA is..

	Response Percent	Response Count
One of the best 	12.7%	76
Above average 	39.6%	237
About the same 	33.1%	198
Below average 	7.8%	47
One of the worst 	1.7%	10
Don't know / not applicable 	5.2%	31
answered question		599
skipped question		189












29. Do you have any other comments you would like us to feedback to the CAA?

	Response Count
	193
answered question	193
skipped question	595

30. Approximately, how many years have you worked / been involved in the aviation industry?

		Response Percent	Response Count
Up to 1 year		2.5%	15
Between 1 and 4 years		9.2%	55
Between 5 and 9 years		12.6%	76
Between 10 and 14 years		14.8%	89
Between 15 and 19 years		12.0%	72
20 years or more		48.9%	294
answered question			601
skipped question			187

**31. Approximately, how many people work in the business / organisation that you represent?**

		Response Percent	Response Count
Up to 10		36.3%	218
Between 10 and 99		26.1%	157
Between 100 and 499		12.0%	72
Between 500 and 999		2.8%	17
Between 1,000 and 1,999		5.0%	30
Between 2,000 and 2,999		1.8%	11
Between 3,000 and 3,999		1.5%	9
Between 4,000 and 4,999		1.0%	6
5,000 or more		10.0%	60
Not applicable		3.2%	19
Don't know		0.3%	2
answered question			601
skipped question			187

32. From the following list, how would you best describe your level of seniority in the organisation you work for / are representing?

		Response Percent	Response Count
Chief executive / managing director	<input checked="" type="checkbox"/>	46.8%	275
Senior management	<input checked="" type="checkbox"/>	28.6%	168
Second tier director	<input type="checkbox"/>	4.3%	25
Middle management	<input checked="" type="checkbox"/>	13.6%	80
Other - management	<input type="checkbox"/>	3.7%	22
Other - administrative/ clerical	<input type="checkbox"/>	0.9%	5
Other - technical	<input type="checkbox"/>	0.7%	4
Individual / not representing an organisation	<input type="checkbox"/>	1.5%	9
Other (please specify)			21
answered question			588
skipped question			200





Page 2, Q1. Which, if any, of the following are the main reasons that you contact the CAA? Please select all options that apply

1	European, EUROCONTROL related military and civil-military issues	Mar 22, 2012 4:55 PM
2	FLIGHT OPS REGIONAL OFFICE LGW	Mar 20, 2012 10:53 AM
3	Shipment of Dangerous Goods	Mar 12, 2012 4:52 PM
4	Joint meetings with Government departments	Mar 12, 2012 2:28 PM
5	FAB matters, cross border matters	Mar 12, 2012 7:41 AM
6	Dangerous Goods Training	Mar 12, 2012 7:33 AM
7	Olympic and Paralympic Planning	Mar 11, 2012 7:00 PM
8	REGULATORY ADVICE/INFORMATION	Mar 11, 2012 6:53 AM
9	we are ULD repair station	Mar 11, 2012 6:23 AM
10	you contacted me	Mar 10, 2012 10:02 AM
11	Dangerous Goods by Air - regulations and training	Mar 10, 2012 9:36 AM
12	EASA Part-147 audits and issues	Mar 9, 2012 3:14 PM
13	Engineering matters	Mar 9, 2012 3:12 PM
14	Accountable manager	Mar 9, 2012 2:36 PM
15	EASA Part 147 training	Mar 9, 2012 2:29 PM
16	Dangerous goods	Mar 9, 2012 2:20 PM
17	Implementation of Approach with Vertical Guidance	Mar 9, 2012 2:10 PM
18	Regarding the media	Mar 9, 2012 2:09 PM
19	R&D activities, preparation for ICAO ANC/12	Mar 9, 2012 2:09 PM
20	Part 147 and Part 66 issues	Mar 9, 2012 2:08 PM
21	Airprox investigation	Mar 9, 2012 2:07 PM
22	engineering	Mar 9, 2012 2:07 PM
23	Airworthiness	Mar 6, 2012 1:38 PM
24	Spectrum management	Mar 6, 2012 12:35 PM
25	Windfarm interactions	Mar 6, 2012 11:43 AM
26	CAA accredited training	Mar 6, 2012 8:12 AM
27	Dangerous Goods training issues	Mar 2, 2012 9:09 AM
28	DGOR	Mar 1, 2012 11:09 AM
29	Transport of Dangerous Goods Regulations (IATA) & training	Feb 29, 2012 2:44 PM

Page 2, Q1. Which, if any, of the following are the main reasons that you contact the CAA? Please select all options that apply

30	Flight operations, Approvals	Feb 29, 2012 1:23 PM
31	Complaint Handling	Feb 29, 2012 1:21 PM
32	General aviation policy issues	Feb 27, 2012 8:49 PM
33	Aviation Security	Feb 27, 2012 4:35 PM
34	Industry representation	Feb 27, 2012 1:03 PM
35	day to day operational problems at LHR	Feb 27, 2012 12:21 PM
36	new regulations - ATOL Certificates	Feb 27, 2012 10:38 AM
37	We contact ABTA or ATOL	Feb 27, 2012 10:12 AM
38	Olympic Games Issues	Feb 27, 2012 9:44 AM
39	leasing	Feb 27, 2012 9:05 AM
40	Dangerous Goods Matters	Feb 26, 2012 1:14 PM
41	airline and airport traffic data	Feb 26, 2012 11:40 AM
42	SE airport policy (ie expansion)	Feb 24, 2012 11:16 PM
43	Aviation and windfarms	Feb 24, 2012 6:02 PM
44	OPC frequency Manager	Feb 24, 2012 5:43 PM
45	dangerous goods matters	Feb 24, 2012 5:34 PM
46	Safety / Airworthiness / Certification /	Feb 24, 2012 5:23 PM
47	passenger rights	Feb 23, 2012 4:02 PM
48	A&A for many queries, Registrations	Feb 22, 2012 4:41 PM



Page 2, Q2. Which of the following categories best describes the organisation you work in / represent?

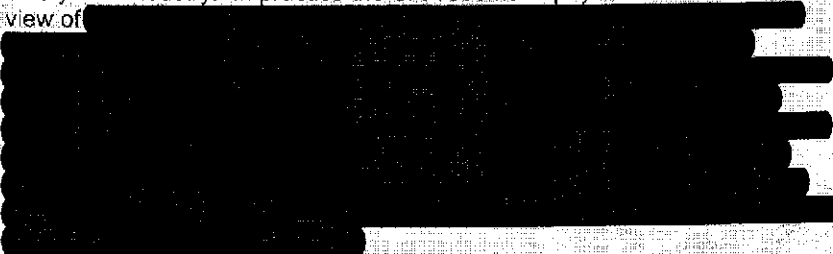
1	intergovernmental European organisation	Mar 22, 2012 4:55 PM
2	police	Mar 12, 2012 9:33 AM
3	CAA Qualified Entity	Mar 9, 2012 4:18 PM
4	tour operator	Mar 9, 2012 3:15 PM
5	Light Aircraft Maintenance	Mar 9, 2012 3:12 PM
6	Design	Mar 9, 2012 3:05 PM
7	Tourism	Mar 9, 2012 2:48 PM
8	aircraft manufacturing	Mar 9, 2012 2:45 PM
9	Consultancy	Mar 9, 2012 2:44 PM
10	Balloon AOC holder	Mar 9, 2012 2:36 PM
11	Small operator	Mar 9, 2012 2:31 PM
12	AOC Holder - balloons	Mar 9, 2012 2:29 PM
13	GA airfield	Mar 9, 2012 2:23 PM
14	Hostel for Overseas Students	Mar 9, 2012 2:19 PM
15	Airshows	Mar 9, 2012 2:18 PM
16	Events and marketing agency	Mar 9, 2012 2:13 PM
17	aviation consultant	Mar 9, 2012 2:10 PM
18	EC Agency work	Mar 9, 2012 2:09 PM
19	Part 147 organization	Mar 9, 2012 2:08 PM
20	Incidnet investigation	Mar 9, 2012 2:07 PM
21	engineering	Mar 9, 2012 2:07 PM
22	Consultancy	Mar 9, 2012 2:05 PM
23	Consulant	Mar 9, 2012 10:11 AM
24	Tour Operator	Mar 7, 2012 5:32 PM
25	Academic institution	Mar 7, 2012 2:48 PM
26	Part 145 / CAMO	Mar 6, 2012 1:38 PM
27	Windfarm construction	Mar 6, 2012 11:43 AM
28	PUBLIC TRANSPORT FLIGHTS	Mar 5, 2012 3:41 PM
29	PPL Holder	Mar 3, 2012 10:25 AM
30	Chemical Industry, testing & information	Feb 29, 2012 2:44 PM

Page 2, Q2. Which of the following categories best describes the organisation you work in / represent?

31	Law enforcement	Feb 28, 2012 2:18 PM
32	University research department	Feb 28, 2012 9:47 AM
33	Slot coordinator	Feb 27, 2012 8:49 PM
34	Knowledge Transfer Network working across the above networks	Feb 27, 2012 4:35 PM
35	Airport Consultative Committee - the statutory advisory body for Gatwick Airport	Feb 27, 2012 1:27 PM
36	Maintenance Organisation Part 145/147	Feb 27, 2012 10:37 AM
37	Also holder of a PPL	Feb 27, 2012 10:07 AM
38	financial institution	Feb 27, 2012 9:02 AM
39	Trade organisation (aerospace manufacturers)	Feb 27, 2012 8:55 AM
40	CAA in neighbour country	Feb 27, 2012 6:34 AM
41	Holding Atol for a charity (Roman catholic Diocese solely for pilgrimage to Lourdes)	Feb 26, 2012 4:25 PM
42	Business advisory	Feb 26, 2012 12:35 PM
43	Air transport consultant	Feb 26, 2012 11:40 AM
44	trade association	Feb 25, 2012 9:15 PM
45	community group	Feb 25, 2012 10:44 AM
46	airport consultative committee	Feb 25, 2012 8:59 AM
47	airport operator	Feb 25, 2012 8:53 AM
48	Professional adviser to ATOL holders	Feb 25, 2012 7:29 AM
49	Consumer	Feb 25, 2012 6:04 AM
50	Commercial hot air balloon operator	Feb 24, 2012 10:33 PM
51	AOC Holder	Feb 24, 2012 8:54 PM
52	Flights	Feb 24, 2012 7:13 PM
53	Airworthiness	Feb 24, 2012 6:07 PM
54	Investment banking	Feb 24, 2012 5:19 PM
55	General Aviation Association	Feb 24, 2012 5:19 PM
56	Police Air Operations Unit	Feb 22, 2012 5:18 PM
57	passenger representative organisation	Feb 22, 2012 4:44 PM



Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

1	General efficiency but not always taken the needs of the airline industry into account. Can also be a little over-zealous on consumer issues.	Mar 23, 2012 12:43 PM
2	In Engineering and restoration with permit aircraft there are just too much red tape and regulations for aircraft which are cherished with the highest maintenance levels, the charges are far too high.	Mar 23, 2012 7:47 AM
3	Timely, courteous, approachable and polite . etc	Mar 21, 2012 7:51 AM
4	You have no idea of the strength of thomas cook. Failures have consistently been airlines, you charge £2.50 per head for atol so that todays passengers are paing for the errors you have made in the past you lack the ability to accepot where you make mistakes even with the new changes there is no fast way for the public to be recompensed once an airline collapses.	Mar 20, 2012 3:00 PM
5	The CAA as part of its Safety Plan and Strategic Plan claims partnership in safety with industry. In practice the CAA seems to pay little attention to the view of 	Mar 20, 2012 12:53 PM
6	Once the right departmental contacts have been established then a mutal trust exists and helpful advice/comments can be exchanged	Mar 19, 2012 12:14 PM
7	Quick and clear responses	Mar 16, 2012 12:10 PM
8	Previous expierence has been positive but recent change in approach over passenger rights no longer inspires confidence that CAA is willing to engage with airlines to drive best practice and encourage a competative market which works well.	Mar 16, 2012 11:38 AM
9	Always professional in our dealings with them. Safety comes first is always the mantra.	Mar 16, 2012 8:26 AM
10	The CAA enagages with industry and understands the economic and commercial pressures associated ed with delivering safety in that environment and getting that balance right. There is a proactive approach to respnding to industry issues and a number of productive working groups are evidence of this. There are always concerns about differences in regualting and operating a business, manuals and docuemnts can be unclear sometimes and requiring clarity. The UK however is a leading authority on aviation safety.	Mar 15, 2012 4:17 PM
11	On average they apply the nest of EASA regs in a practical manner.	Mar 15, 2012 12:23 PM
12	There are regular reminders of their presence as regulators, it's clear they monitor information provided, they respond well to enquiries and we have a contact who can discuss matters with a pragmatic perspective.	Mar 15, 2012 8:11 AM
13	We are a relatively new ATOL holder, 2 years, and we have only contacted the CAA for our licence, and renewals. They are helpful and speedy with the process.	Mar 14, 2012 6:31 PM



Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

- |    |   |                       |
|----|---|-----------------------|
| 14 | It all seems to work  | Mar 14, 2012 4:28 PM  |
| 15 | Relatively (compared to other regulators) poor levels of transparency on decision making, lack of adherence to best regulatory practice and unwillingness to engage on substance of issues.   | Mar 14, 2012 3:40 PM  |
| 16 | The way how airports (LHR, LGW etc.) are regulated, as well as way too much regulation in general.  | Mar 14, 2012 2:44 PM  |
| 17 | I have very little contact with the CAA but in general responses are ok but not outstanding and at times could be more courteous.   | Mar 14, 2012 1:12 PM  |
| 18 | Always helpful, quick to respond. Would be great if ATOL renewals did not have to be in by 24 December - beginning of January would be easier especially as CAA is closed for ATOLs over the Christmas period.  | Mar 14, 2012 11:07 AM |
| 19 | prompt replies - helpful and efficient  | Mar 14, 2012 10:25 AM |
| 20 | Red tape. Formality and quite frankly very anti EU. This is Britain once again pretending to know what it is doing is best. Making honest agents and operators pay for unprofessional and unscrupulous dishonest business people  | Mar 13, 2012 7:53 PM  |
| 21 | because we always have good feed back from CAA and EASA.  | Mar 13, 2012 6:44 PM  |
| 22 | Dealing with experienced personnel.   | Mar 13, 2012 4:48 PM  |
| 23 | I have a good working relationship with our assigned surveyor and when there is a necessity to make enquiries within another department of the CAA, I have always received practical assistance.  | Mar 13, 2012 1:17 PM  |
| 24 | I find working with the CAA is more like a partnership than working with a regulator, despite being understaffed(CAA) our inspector is always quick to respond and helpful.   | Mar 13, 2012 12:34 PM |
| 25 | Excellent source of regulatory information, surveyors always extremely helpful in interpreting some of the complex (almost gobbledgook) EASA regulations and decisions.   | Mar 13, 2012 11:48 AM |
| 26 | Open to change. Understand the main issues. Consultative style.   | Mar 13, 2012 9:17 AM  |
| 27 | high knowledge of current issues, but limited intent to change and adapt to a European environment where rule making is not a national activity. Needs to do more to harmonise the UK with Europe and global rulemaking to prevent unnecessary cost to UK industry. Very good individuals | Mar 13, 2012 9:01 AM  |
| 28 | From the approval audits carried out by CAA Surveyors and Inspectors, and the advice and support provided.  | Mar 13, 2012 8:42 AM  |
| 29 | I have been satisfied with the quality of service and response.   | Mar 12, 2012 9:20 PM  |
| 30 | Have always been helpful and prepared to give good advise   | Mar 12, 2012 8:41 PM  |
| 31 | Very approachable and helpful in ensuring we meet all the relevant ATOL regs. The only negative would be the outsourcing of claims for example Goldtrail which we are still assisting some customers to finalise claims.  | Mar 12, 2012 6:06 PM  |
| 32 | Their customer service is efficient.  | Mar 12, 2012 6:02 PM  |

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

33	There has been a marked improvement in the interface with the CAA. There is a much improved customer understanding and a great willingness to make changes. However, there is still some room for improvement.	Mar 12, 2012 5:22 PM
34	Significant value in key personnel attained through many years experience as aviation experts, coupled with a progressive risk based oversight philosophy endorsed by the executive team. As a consequence the CAA should be well positioned to help EASA to develop regulation, with the help of key industry bodies.	Mar 12, 2012 4:55 PM
35	Clear guidance for DG training, and quick revision service for DG topics and exam issues.	Mar 12, 2012 4:53 PM
36	Starting to be more collaborative. EASA terminology is ponderous.	Mar 12, 2012 4:09 PM
37	Poor at specifying and documenting requirements for services and poor at sticking to timetable for financial regulation.	Mar 12, 2012 3:49 PM
38	Never really had any difficulties understanding what is expected. Staff are helpful and especially when I visited the offices at Kingsway.	Mar 12, 2012 3:19 PM
39	They come over with good understanding of the requirements and they help and advise smaller companies	Mar 12, 2012 3:01 PM
40	Often a lack of appreciation or understanding demonstrated with regard to the cost of adopting the CAA requirement. Safety and Economic regulators create directly opposing requirements.	Mar 12, 2012 1:47 PM
41	professionalism, knowledge	Mar 12, 2012 1:24 PM
42	ATOL cover seems to work well	Mar 12, 2012 1:10 PM
43	because the CAA have continuity of staff that are, more than any other Government department the industry deals with, familiar with the travel industry	Mar 12, 2012 12:31 PM
44	Usually respond to queries efficiently and expediently. Occasionally have to ask again and sometimes don't get a response.	Mar 12, 2012 11:45 AM
45	The question is difficult to answer: our main experience of the CAA is of an organisation being regulated; we have only a general public experience as possible beneficiary of CAA regulation.	Mar 12, 2012 11:40 AM
46	When an area of the trade is covered the CAA seems to do a fairly good job of protecting the consumer. However it has clearly had a problem keeping up with the dramatic changes in the way flights and holidays are sold and is still trying to keep up. The licence fees seem have risen steeply over the last few years.	Mar 12, 2012 11:39 AM
47	Provide appropriate advice and guidance on request	Mar 12, 2012 11:35 AM
48	The level of technical competence within the Authority is high, but the loss of experience in a number of key disciplines including SRG Flight Operations is an increasing concern.	Mar 12, 2012 11:34 AM
49	The majority of my interaction with the CAA is via the Safety Regulation Group with regard to Aerodrome Licensing. The proactive and collaborative approach employed by the CAA SRG Team is very beneficial as it allows the	Mar 12, 2012 11:28 AM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

airport to focus on areas of improvement and best practice, in some regulatory relationships this is not always the case. Compliance with regulatory standards should be a given but the way in which the CAA SRG Team work with us allows us to go beyond compliance which is where we need to be.

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|----|--|-----------------------|
| 50 | Been friendly and fairly hassle free. Slight concerns over upcoming changes.   | Mar 12, 2012 11:07 AM |
| 51 | Uncomplicated procedure  | Mar 12, 2012 10:31 AM |
| 52 | <p>I would say they are excellent in the way that they are easy to contact and deal with. That said there are some issues they need to look into nad have some consistency as a regulator:- For example "dodgy but legal year ends" where companies choos a year end that distorts a true picture of their trading. This can be companies whose main flight programmes ends a month after their year end and all the "empty legs" can get shoved into the following years accounts. The more you expand the better it helps your balance sheet - until one year you cannot expand and your balance sheet comes tumbling down. This results in the sudden failure of many "summer tour operator type operations". When I complained about the allowance of this accounting policy nearly 20 years ago, I was simply told that if an accountnant signs off the balance sheet and it is legal there is nothing that we can do about it. It is not very relevent these days as there are so few tour operators left working this way. Secondly we have always been told by the CAA that for our ATOL they must see "3% to 5% of net readily realisable assets" to ensure we are financially stable, and if we did not have that we would have to put external funds in. That is not a bad policy, and the CAA have consistently viewed "intangible assets" as not really being part of this equation. We totally understand this, and then we were told by the CAA that for the larger tour operators they don't look at this policy so much, they look at cash-flow more. This I believe was a huge error, allowing companies to show a good balance sheet massively made up with Intangible assets (Thomas Cook over £3.5 billion of intangibles as just as one example). It would be nice if the larger companies have not / were not given easier terms to trade on than we were - all we ever want is a level playing field, we do not ask for favours.</p> | Mar 12, 2012 10:30 AM |
| 53 | Efficient  | Mar 12, 2012 9:57 AM  |
| 54 | Quick response and clear instructions/explanations   | Mar 12, 2012 9:44 AM  |
| 55 | I have found my dealings with staff in the DAP & Regulation Enforcement Dept have been professional, knowledgeable, flexible. Always a can-do attitude to support my requests or enquiries. I have noticed a recent policy of engaging with wider partners and minimising disruption, where possible, to aviation the community  | Mar 12, 2012 9:38 AM  |
| 56 | the team that look after our annual renewal are efficient and knowledgeable.   | Mar 12, 2012 9:26 AM  |
| 57 | 1: In my experience CAA work with industry and seek to resolve potential issues by dialog with respective parties as opposed to working above the industry. 2: Generally CAA acknowledge the expectations of industry in the delivery of routine services and also try to accommodate the unexpected.  | Mar 12, 2012 9:03 AM  |
| 58 | Responsive and proactive working relationship with CAA surveyors, I deal with 2 regional offices and support is good from both   | Mar 12, 2012 8:54 AM  |
| 59 | Responsive and are learning to listen to and work with industry and take a   | Mar 12, 2012 8:47 AM  |

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	proactive but pragmatic approach to issues as they arise.	
60	Very responsive on enquiries.	Mar 12, 2012 8:38 AM
61	Seem well organised and efficient.	Mar 12, 2012 8:01 AM
62	It is a highly focussed and motivated agency that energetically seeks to deliver	Mar 12, 2012 7:43 AM
63	My queries are answered quickly and thoroughly	Mar 12, 2012 7:34 AM
64	Slow to respond and very expensive. We have paid the CAA £ 30,000 which they cashed almost same day and then took them 6 months to even act upon approval application. This was only after we chased and they had lost the application to the wrong office.	Mar 12, 2012 6:39 AM
65	raised a number of issues with caa regading the misuse of atol by atol holders, but no action was taken. the atol holder then failed.	Mar 11, 2012 9:27 PM
66	I think the industry has moved so quickly that the CAA has been struggling to keep up. Changes occuring at the moment are welcome in terms of tightening up the ATOL regulations and casting the net wider.	Mar 11, 2012 8:11 PM
67	Good traditional compliance and competent auditors. Little evidence of moving towards the 'partnership' approach of using the frequent interactions/visits to reduce the annual audit burden. Also little evidence of moving to safety culture oversight rather than traditional procedural compliance oversight.	Mar 11, 2012 5:58 PM
68	They have not represented us properly in Europe we were the most experienced in GA and they have allowed a load of nonsense to be approved by the Majority who have no experience, we are now bound by rubbish ideas from inexperienced people making the business totally none commercial	Mar 11, 2012 4:23 PM
69	Much better than thbey used to be at listening to the industry they are regulating but still some way to go	Mar 11, 2012 3:56 PM
70	The CAA's handling of the recent ATOL reform, the current legislation was not fit for purpose and the tweaking of it has only made it more complex, cumbersome and will need overhauled before it is even in place. The simple method that the Dutch use and what was put forward first by the trade when [REDACTED] was in Office covers everything. This reform is yet again a lost opportunity.	Mar 11, 2012 10:27 AM
71	CAA surveys our Maintenance Part 145 organisation.	Mar 11, 2012 5:07 AM
72	they seem to have their hands tied up with LHR issues.	Mar 11, 2012 12:58 AM
73	Extremely easy and "reasonable" to work with - by that I mean that if one is reasonable the Small Business ATOL team will listen and respond in a personal way and not resort to quoting the rules, legalise or jargon. Increasingly the public are aware of the purposes of the ATOL and it certain gives people confidence when booking tours with us.	Mar 10, 2012 9:23 PM
74	Tend to take a balanced view between the needs of the consumer versus commercial business, recognising that over regulation only results in higher prices to the consumer	Mar 10, 2012 5:29 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

75	The staff are excellent - but the forms are difficult and too time consuming - you should have a form the members can fill in as they go on through the year and submit when the time comes to renew their ATOL Licence this will avoid last minute rushes and any chances of errors. Much more user friendly.	Mar 10, 2012 12:07 PM
76	They help when needed, they seem impartial to all, clients and suppliers alike, very knowledgeable about the industry and help me to solve if and when I get problems.	Mar 10, 2012 12:05 PM
77	I believe they have always been efficient in their work and my dealings with them	Mar 10, 2012 11:55 AM
78	Good monitoring of company performance and financial analysis, which is a good thing. But this can be difficult for small tour operators as they sometimes have to bond/pay twice for credit card companies too. The strict regulation has forced many small operators to sell out to big firms like TUI as a result.	Mar 10, 2012 10:13 AM
79	CAA Surveyors have a very low knowledge of General Aviation operations and maintenance especially in the older light aircraft category. ie those under 2730 kgs auw	Mar 10, 2012 9:56 AM
80	Professional in dealing with us	Mar 10, 2012 9:40 AM
81	when call caa what ever help i need they always help me, i have no problem or complaints with the staff.	Mar 10, 2012 9:27 AM
82	provide accurate and timely information	Mar 9, 2012 9:09 PM
83	I have never had any problem so there is no reason for me to rate it otherwise.	Mar 9, 2012 8:56 PM
84	Performs its core regulatory role very well, and also plays an important role in the wider regulatory environment in Europe, limited only by access to resources.	Mar 9, 2012 8:26 PM
85	I think more could be done in terms of enforcement of consumer protection regulation	Mar 9, 2012 5:35 PM
86	Excellent communication skills and speedy responses to letters and emails.	Mar 9, 2012 5:23 PM
87	The people tend to be very helpful and wanting to do the right thing but seem constrained by the need to make money and answer to EASA. Perhaps some of the people involved should be prepared to fight more against over regulation to simplify systems and hence reduce costs rather than need to raise more money to cover ever increasing bureaucracy	Mar 9, 2012 5:19 PM
88	Very slow response to claims over airline failures and the inappropriate forms you send out with regard to this that make it almost impossible to describe the nature of the claim.	Mar 9, 2012 5:17 PM
89	they keep me informed, provide reminders for returns etc and are generally helpful	Mar 9, 2012 5:14 PM
90	There appear to have been no big embarrassments on the back of unfunded ATOL-licensed failures, and CAA/ATOL staff are helpful to me as an ATOL licence holder. But clearly the outlook is uncertain and risky for the industry	Mar 9, 2012 5:12 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	and for the protection of passengers.	
91	Prompt and helpful service.	Mar 9, 2012 4:58 PM
92	Very efficient staff	Mar 9, 2012 4:57 PM
93	It seems to work!	Mar 9, 2012 4:56 PM
94	Reasonably helpful generally, however required timelines for submission can be difficult to keep to at times.	Mar 9, 2012 4:47 PM
95	Very High level of support from our FOI, OI, Leasing, DG and SRG	Mar 9, 2012 4:46 PM
96	CAA seeks to regulate things which the market would take care of without their intervention. When airlines and airports ask for regulation the CAA seems very reluctant. Support of airlines on EC261 issues is poor and little understanding is evident of the knowledge in this area.	Mar 9, 2012 4:46 PM
97	Our relationship with the CAA through our FOI is a good one. Both sides operate proactively and with a free exchange of information and ideas. Important from my perspective is the FOI's ability to consider the applicable regulation in the context of Flight Safety and the need for a business to be just that a revenue generating vehicle which must make profit.	Mar 9, 2012 4:40 PM
98	We have suffered due to inadequate staffing levels by the CAA area office. This in turn has lead to delays in processing maintenance programs through to C of A' issues and extension / variation applications.	Mar 9, 2012 4:38 PM
99	The few issues that we have had have always been handled in a reasonable and expedited fashion.	Mar 9, 2012 4:32 PM
100	Seem to be pursuing the right principles i.e. what's right for the customer.	Mar 9, 2012 4:13 PM
101	Straight forward application process for our (small) business, helpful, approachable contacts; realistic approach appropriate to small business. Timely reminders, notices given etc	Mar 9, 2012 4:13 PM
102	The CAA are a highly professional and regulated organisation.	Mar 9, 2012 3:58 PM
103	12 years of working with the CAA under our EASA Pt 145 and EASA Pt M Company Approvals across 15 sites in UK requiring contact with a number of different surveyors. As a Regulator, in the main, the CAA is also supportive and quick to offer advice and guidance where possible. Some issues are, on occasion, personality driven, where there can be a lack of understanding or appreciation of the way that we conduct our business.	Mar 9, 2012 3:47 PM
104	Always helpful Have listen to the industry with some aspects of new legislation	Mar 9, 2012 3:39 PM
105	They respond quickly and fully to any questions I have.	Mar 9, 2012 3:38 PM
106	prompt in their answers and communication	Mar 9, 2012 3:34 PM
107	very informative helpful	Mar 9, 2012 3:32 PM
108	At time messages and statements seems to be confusing and hard to understand	Mar 9, 2012 3:28 PM



Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

109	Being an ATOL member i feel secure and know that my customers are safe.	Mar 9, 2012 3:22 PM
110	I believe the CAA perform their remit as well as can reasonably be expected given the disastrous decision of our government to pander to the unachievable European Ideal and to further embroil the subjects of this, once great, nation with the corrupt, incompetent monstrosity that is the EU.	Mar 9, 2012 3:17 PM
111	Variable information and performance re. implementation of eu directives.	Mar 9, 2012 3:15 PM
112	I am concerned that the CAA have yet to embrace the 'risk based assessment' approach. The current auditing methodology seems to dwell on compliance (which I accept), but also reaches unnecessary levels of trivia and 'nice to have' recommendations which over time can evolve into a conformance issue. This has a tremendous penalty on the organisation in terms of man-hours expended in responses and additional procedures.	Mar 9, 2012 3:12 PM
113	they are very prompt to aswer any questions we are asking for, it is very easy to reach the officials.	Mar 9, 2012 3:10 PM
114	It is very quick to get some information.	Mar 9, 2012 3:10 PM
115	We feel that ATOL charges should only apply to B2C business.	Mar 9, 2012 3:09 PM
116	Had been very helpful and ready to guide in case of difficulty	Mar 9, 2012 3:03 PM
117	they are very patient in following our business and they are very firm	Mar 9, 2012 3:00 PM
118	Good advice and good time keeping with information submitted.	Mar 9, 2012 2:57 PM
119	We only acquired our ATOL licence last year and the staff at the CAA were most helpful with the application process.	Mar 9, 2012 2:56 PM
120	Generally happy with services but recent changes to regional office was a poor descison Engineer licencing services are very poor due virtually no means of contact ,E mails take days to be replied to.This really needs to be reviewd from a service level veiwpoint,	Mar 9, 2012 2:55 PM
121	I've always had a first rate response from them regarding any issues I've had with the training.	Mar 9, 2012 2:54 PM
122	Too many different standards of audit used (e.g. ASD vs ATSD) Too quick to embrace proposed international changes without considering the benefit or otherwise to the UK (e.g. removing fire category remission unecessarily) Too ready to increase costs beyond inflation and to introduce new entirely unjustifiable costs (e.g. management of changes to aerodromes - costs far exceed work required)	Mar 9, 2012 2:54 PM
123	They are responsive to queries I have.	Mar 9, 2012 2:52 PM
124	Lack of clarity in regard to ATOL regulations and 'fitness for purpose' of current ATOL scheme (and recent ATOL reform as well)	Mar 9, 2012 2:49 PM
125	Approachable, easy to work with	Mar 9, 2012 2:49 PM
126	The CAA is more beneficial to the consumer. Dealings with the CAA as a license holder is bureaucratic and officious.	Mar 9, 2012 2:49 PM
127	This is a very complex question to answer in a few minutes. The CAA is a	Mar 9, 2012 2:48 PM

	bureaucratic organisation with a very distinct management and ethnicity. There is a strong culture of zero personal risk taking so the decision making process is not very effective. The authority cultivates a parent child relationship between the regulator and the user. A significant number of senior staff are sourced from the military and while ex service people have some really valuable attributes as individuals a collective of ex service personnel produces a very special military culture which is not applicable to a civilian organisation. The overall view of service personnel is that civilians are an inferior social grouping. Finally ex-pilots in this modern day do not have the necessary science based expertise or training to interpret and understand complex engineering processes and statistical analyses.	
128	Helpful staff	Mar 9, 2012 2:47 PM
129	Inertia of large organisation	Mar 9, 2012 2:46 PM
130	When Contacted proved very helpful	Mar 9, 2012 2:44 PM
131	The people in the CAA are generally conscientious, well intentioned and get the job done. They are much more active than similar bodies in other countries, as befits a country with a large and successful industry. My criticisms are that the CAA is semi-detached from the industry they regulate, which can result in a theoretical approach to many issues. Like other monopolies, they also suffer from the "We are the best" syndrome which undermines their efficiency and effectiveness because it makes them less willing to adapt and learn from others.	Mar 9, 2012 2:44 PM
132	Any dealings I have with the CAA are professional and efficient	Mar 9, 2012 2:43 PM
133	When contacting Air Traffic Standards Dept the information/decisions are based on practical experience of the inspectors; they are able to appreciate arguments put forward in support of changes or nonconformity. Unfortunately some of newer "inspectors" in Aerodrome Standards are auditors, they know the regulations however they have no operational experience and have difficulty dealing with anything that does not fully conform to the regulations as published.	Mar 9, 2012 2:43 PM
134	Quick, responsive, open to discussion	Mar 9, 2012 2:41 PM
135	A fair and reasonable regulator, however we are continually caught in the crossfire between what the CAA want and EASA require. It often feels we have two masters, whenever there is a conflict the CAA run for cover." examples; flight time regulations and SAFA.	Mar 9, 2012 2:40 PM
136	Generally I think the people who work there do a very good job, and they're helpful and easy to talk to. The main weakness is that they are not independent, but respond only to edicts and restrictions from political masters, of whatever hue. The reason ATOL doesn't cover airlines (and the A in ATOL stands for Air) is because the government says it would require primary legislation, and government doesn't think it's important enough to make time for it. Maybe we should go the whole hog and ensure all policemen are also required to have one arm tied behind their back.	Mar 9, 2012 2:37 PM
137	They are efficient and extremely helpful....	Mar 9, 2012 2:36 PM
138	Airlines should also be covered in case of failure.	Mar 9, 2012 2:33 PM
139	By observation that needs are met	Mar 9, 2012 2:33 PM



Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

140	The interaction with the surveyors is variable	Mar 9, 2012 2:33 PM
141	Relaxed attitude. Efficient Helpful Still professional	Mar 9, 2012 2:32 PM
142	Some of the regulations are open to interpretation and personal judgement which can lead to a mis-alignment in thinking.	Mar 9, 2012 2:32 PM
143	I think the system is flawed and too open to abuse. I feel the system penalises those smaller busienss but lets the big boys get away with flautign the implied spirit of the scheme	Mar 9, 2012 2:31 PM
144	Our dealings with the CAA have been in application and admin for our ATOL license and it has always been dealt with efficiently and professionally.	Mar 9, 2012 2:30 PM
145	all request are dealt with promptly	Mar 9, 2012 2:29 PM
146	Regulatory agencies price airside services ignoring the airlines' economic contribution in the communities that we serve.	Mar 9, 2012 2:28 PM
147	Every time i asked for help. It was provided in good time.	Mar 9, 2012 2:27 PM
148	Apart from a very few occasions over many years I have received very good service	Mar 9, 2012 2:27 PM
149	Speed that my licence application was processed	Mar 9, 2012 2:26 PM
150	Individuals who we deal with are fine but they and us are overburdened by the beaurocracy coming from EASA	Mar 9, 2012 2:25 PM
151	Not the CAA's fault it's the government that makes policy and their policy on ATOL is a joke and it fails the vast majority of consumers.	Mar 9, 2012 2:24 PM
152	Service levels are implied but rarely met. Staff are generally unhelpful when requesting information. The MOR scheme is one directional only i.e. organisation to CAA, with no feedback whatsoever no matter how many times it is requested. Applications & Approvals are extremely poor. Airworthiness Surveyors are under-manned and continue to apply their own interpretation of regulations and AMC's.	Mar 9, 2012 2:24 PM
153	our account handlder's knowledge and managment of our account	Mar 9, 2012 2:23 PM
154	Good knowledge base with professional surveyors.	Mar 9, 2012 2:22 PM
155	Dealings with CAA are concise and effective. Particularly the licencing administration.	Mar 9, 2012 2:22 PM
156	I deal with the Safety Regulation Group and the Directorate of Airspace Policy in my work regarding airshow organisation and I have always found them both to be very approachable and helpful.	Mar 9, 2012 2:22 PM
157	Not many dealing but on occassions they have handled enquiries very efficiently	Mar 9, 2012 2:21 PM
158	A lack of support for the avaiation industry and the tendancy to avoid making any decision that in any way might lay responsibility at the door of the CAA. The adoption of regulation and then providing little or no guidance and no understanding whatsoever of the finacial implications of their decisions. Under-staffed in crucial departments causing unacceptable delays in	Mar 9, 2012 2:21 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	responses and blaming it on the letter queue in the typing pool....!!! I could go on.	
159	There is still too much cloudiness about holiday regulation - and I do not think that Flight Plus makes it any easier for the consumer to understand	Mar 9, 2012 2:19 PM
160	Excellent surveyor with good communication. A and A always try to assist as quickly as possible	Mar 9, 2012 2:18 PM
161	Very good response and assistance with applications for required permits/licenses and also in respect of reporting DG incidents.	Mar 9, 2012 2:18 PM
162	My points of contact are always helpful and willing to deal with issues on a personal level and with good common sense.	Mar 9, 2012 2:18 PM
163	The information well structured, easy to understand. The support is always very good.	Mar 9, 2012 2:18 PM
164	The UK safety record.	Mar 9, 2012 2:17 PM
165	Like most businesses we have occasional queries and most of the time they are dealt with quickly.	Mar 9, 2012 2:16 PM
166	very helpful	Mar 9, 2012 2:16 PM
167	Helpful Timely replies Nice people Confidence in replies	Mar 9, 2012 2:16 PM
168	Extremely helpful staff, always willing to try and find time to answer any problems	Mar 9, 2012 2:15 PM
169	They are acknowledged world leaders in airport regulation and are serious, (as far as humanly possible unbiased) and thoughtful in their findings, and highly transparent in their processes. They are also very approachable. A key point is that they are aware of the need to be consistent and evolutionary in their approach and to take into account the needs of investors if the infrastructure needs of the industry are to be met. Experience has also given an appropriate degree of scepticism for both airport and airline submissions.	Mar 9, 2012 2:15 PM
170	Good service, prompt replies to any queries	Mar 9, 2012 2:14 PM
171	There are discontinuities between different parts of the CAA, e.g. DAP and ATSD procedures for implementation of new instrument approach procedures and the relevant airspace Change Procedures are disparate and there is no overall guidance on process. Whilst there is guidance material available for each, there is poor understanding outside of the CAA of the location of the material. I am aware that there is an activity within CAA to improve these processes.	Mar 9, 2012 2:14 PM
172	I have always found them to be informative and very helpful	Mar 9, 2012 2:13 PM
173	Good stakeholder engagement but too often bows to commercial pressures over recreational requests.	Mar 9, 2012 2:13 PM
174	They are very good but could do better in their explanations of new rules and regulations	Mar 9, 2012 2:12 PM
175	Always able to reach my contact. Always very helpful and efficient.	Mar 9, 2012 2:12 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

176	Since the advent of EASA we now realise how lucky we were with the CAA! As manufacturers of balloons we labour under regulations which are often inappropriate because they were designed for aeroplanes.	Mar 9, 2012 2:12 PM
177	Through my experience of working with them as a partner on issues relating to the media in my role managing an airport's press office.	Mar 9, 2012 2:11 PM
178	Fairly responsive and impartial advice when needed.	Mar 9, 2012 2:10 PM
179	Always on top, sound messages, excellent skills	Mar 9, 2012 2:10 PM
180	helpful staff	Mar 9, 2012 2:10 PM
181	Always happy to answer questions and helpful	Mar 9, 2012 2:09 PM
182	very helpful and provide support when required	Mar 9, 2012 2:09 PM
183	Lack of apparent voice in legislation talks	Mar 9, 2012 2:09 PM
184	Immediate and accurate response from our surveyor Clarification of key points and assistance with interpretation and intent of some sections Advance notice of impending changes to sections of the regulation that will have an effect on foreign Part 147 organizations	Mar 9, 2012 2:09 PM
185	Have required little day to day interaction therefore not qualified to rate otherwise. Our primary contact is surrounding license renewal on an annual basis.	Mar 9, 2012 2:08 PM
186	There is genuine excellence but inertia	Mar 9, 2012 2:08 PM
187	I don't believe that the ATOL system creates a level playing field between large and smaller companies. I also think that the regulations are too stringent and rely over heavily on historic data.	Mar 9, 2012 2:08 PM
188	Always available to answer any questions you may have, will always come back to you with an answer if they do not know it at the time you call.	Mar 9, 2012 2:08 PM
189	THEY ARE NO PROBLEMS	Mar 9, 2012 2:07 PM
190	A CAA representative is a member of a Project Group that I attend (on the EU Emission Trading System as applied to aviation). His contributions to the group are always of a high quality.	Mar 9, 2012 2:07 PM
191	They do their job in respect of our requirement to our satisfaction	Mar 9, 2012 2:05 PM
192	Sometimes decisions have been taken for theoretical principles without sufficient practical industry understanding of the implications. There are issues with the narrowness of the remit sometimes which does not allow decisions to be taken in the wider interest of consumers generally or the national economy, with too great an emphasis on theoretical economic efficiency.	Mar 9, 2012 10:13 AM
193	Think they make it overtly restrictive and difficult for all but the largest companies to make a living.	Mar 7, 2012 11:27 PM
194	Communications: Written communication is complex and verbose; buzz words and phrases used. Poor search facilities for on-line documents eg AIP; searching for CAP168 produces a list with the required document in	Mar 7, 2012 6:17 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	approximately twelfth place. Apparent desire to remove all risk from all activities at all times, stifling development and innovation.	
195	Slow response times from some areas of the Authority	Mar 7, 2012 3:16 PM
196	It appears that processing applications appear to be longer than previous especially with head office	Mar 7, 2012 2:42 PM
197	They have good oversight of the UK aviation industry and you definately feel they are keen to ensure we are safe, but allowing for flexibility based on safety cases. That said, i think they can be very slow to recognise they need to modernise their business and become more relevant along with employ individuals who are not only outstanding in terms of their technical knowlege but also have interpersonal and leadership skills, that lends to engagment with industry.	Mar 7, 2012 12:15 PM
198	Always answer any questions. Very professional approach.	Mar 6, 2012 4:14 PM
199	They have a difficult job but the customer seems to be at the heart	Mar 6, 2012 3:43 PM
200	Very tick box orientated Limited personal interaction Old fashioned and not very customer centric ie ATOL holders Some arrogance from some eg	Mar 6, 2012 3:25 PM
201	Generally there is a fair approach to issues with operators and an acceptance that not only is the a primary requirement for safety, but that comanies also have commerical considerations. The later is especially important given the manner in which the CAA continues to be funded.	Mar 6, 2012 1:52 PM
202	Most of the time the CAA is very helpful. However on occasions you can be slow to respond or are unable to locate historic information which was previously issued by you (e.g minor mod approvals).	Mar 6, 2012 1:42 PM
203	Within the constraints of goverment legislation, the CAA does a good job monitoring and advising.	Mar 6, 2012 11:55 AM
204	Professional approach, good communications. Not always as 'commercial' as we may want, but this reflects the CAA's approach to safety.	Mar 6, 2012 11:44 AM
205	All enquires are dealt with quickly and professionally.	Mar 6, 2012 10:31 AM
206	Good liaison. Any queries are answered by CAA HQ rapidly.	Mar 6, 2012 8:13 AM
207	Lack of robust intervention in airport regulation during the regualtory period.	Mar 6, 2012 12:05 AM
208	Strong policies to give regulatory protection. As yet these do not apply to all.	Mar 5, 2012 5:39 PM
209	Starting to play an active role with both airlines and airport authorities to ensure the consumer is at the heart of every decision.	Mar 5, 2012 4:11 PM
210	I have always found them to be extremely helpful, knowledgable and I cannot think of one example where my request for advise or assistance has gone without a prompt response.	Mar 5, 2012 3:42 PM
211	Process just seems a bit drawn out each year and is time consuming for a small company!	Mar 5, 2012 2:04 PM
212	We have audits from CAA every year regarding maintenance organizaiton approval certificate renewal or audits on addition of new ratings. And	Mar 5, 2012 1:47 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

- everytime we are impressed by the inspector's dedication, excellency and hard work. We have very good findings or recommendations during every audit based on which we can improve our quality system and performance,
- 213 Always on hand to answer queries and help with training issues. Mar 5, 2012 11:49 AM
- 214 The CAA has a commitment to dialogue with industry and in my view this makes it a more effective Regulator. Whilst listening is one thing it is entirely another thing to convert the dialogue into meaningful and effective regulatory oversight. I think the CAA has the balance right. Mar 5, 2012 9:55 AM
- 215 Receptive Change effort Professional Fair Respectable and respectful Mar 5, 2012 9:28 AM
- 216 Without filing an official complaint, it is difficult to cover the abysmal service our company has received over the last two years +. We have always worked well with the CAA until now, and frankly our current surveyor's next job should be as a Dementor in a Harry Potter Movie. Mar 4, 2012 9:14 AM
- 217 SRG medical are very professional, knowledgeable and helpful. However they seem poorly resources, tied to paper records and unable to use technology to increase efficiency. As a result there is often an administrative backlog to slow decision making. In addition the regulations they work to from the medical viewpoint are pilot centric and may not reflect the working practices of ATCOs and the recent safety systems which may result in inappropriate decision making Mar 3, 2012 3:39 PM
- 218 Does try to listen to its customers but costs are high Mar 3, 2012 10:57 AM
- 219 Professional advice and guidance readily available as and when required. Mar 3, 2012 10:28 AM
- 220 They have no clue how the industry operates at different levels and different business's. Mar 2, 2012 5:55 PM
- 221 Poor communication Mar 2, 2012 3:53 PM
- 222 There appear to be significant inconsistencies between regional offices and individual inspectors. Some repeated errors in data and information management. Low commercial awareness. Mar 2, 2012 2:35 PM
- 223 Very approachable, and always ready to answer any questions. Mar 2, 2012 1:59 PM
- 224 The team that works with [REDACTED] are always open minded and responsive to discussion on how an airport safety system is to be managed. Mar 2, 2012 1:37 PM
- 225 So far I have had very few dealings with the CAA, and am therefore basing my opinion on their performance in the context of the Airports Market Inquiry Mar 2, 2012 11:59 AM
- 226 The CAA should adopt a much firmer approach to companies / private individuals who break the law. If their penalties were more severe it would act as a deterrent to others who try to abuse the law. Mar 2, 2012 11:41 AM
- 227 They give clear and unmistakable guidance and do not duplicate their work. Mar 2, 2012 10:10 AM
- 228 The issues that we have to raise are usually matters of interpretation and that in itself is open to subjective judgements. We find that the CAA Dangerous Goods Office often have the same difficulty as us in making a definitive interpretation. Mar 2, 2012 9:12 AM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

229	Clear Guidance, Prompt responses, fair assessment	Mar 1, 2012 9:19 PM
230	good support with personable staff	Mar 1, 2012 8:12 PM
231	- excellent level of analysis and innovation	Mar 1, 2012 1:41 PM
232	as I'm absolutely sufficient with the collaboration	Mar 1, 2012 11:11 AM
233	Occasional areas where regulation rather than guidance required but not forthcoming	Mar 1, 2012 9:29 AM
234	The system is not fair. Everybody is tarnished with the same brush. Irrelevant to how long they have been trading and the kind of rapport they have with the caa and there clients. Also the system is impossible to police. There is no clarity what is classed as a package and what needs atol protection. the introduction of flight plus is welcomed but to ask for letters of agreement from airlines and acting as a ticket provider. why should a travel agent be responsible for an airlines failure when acting as its agent.	Feb 29, 2012 4:47 PM
235	The ATOL holders' duties are reasonably clear and laid out in the website but probably could be improved as could wording. The APC returns are easy to complete but the addition of say a csv file upload would make it even better - perhaps perfect!	Feb 29, 2012 3:37 PM
236	Not had any issues with the CAA when I have had to contact them. Always up to date with information and staff are very knowledgeable.	Feb 29, 2012 2:45 PM
237	Bureaucratic, inefficient, unbelievably expensive, out of touch with the real world, run by incompetent people, not fit for purpose and its all hidden behind a facade of 'safety regulation'. They should look to some of their european counterparts to see how it should be done ... try Poland and Estonia	Feb 29, 2012 2:26 PM
238	Adopts too benign an approach and applies formulae for Econ Reg of NATS which: - incentivises further capital investment over optimisation of existing capacity and investment - allows too high Cost of Capital for monopoly providers with captive customer base, who, in the case of NATS, share risk with the provider - has to date failed to improve on the inadequate National Performance Plan for RP1 of the EU-wide Performance Scheme, despite rejection by the PRB of the Commission - as part-privatised provider, subject to Economic Regulation, should have one of the most competitive en-route unit rates, rather than one of the most expensive - permits too generous incentives to providers for areas such as punctuality, even when traffic is below forecast	Feb 29, 2012 2:23 PM
239	Staff are extremely knowledgeable and professional in their approach. I am aware that they are highly respected by their stakeholders. When faced by challenging questions they work to consider potential solutions.	Feb 29, 2012 1:59 PM
240	The manner in which the regulatory compliance is monitored and managed within our field I think is excellent, however outside of this controlled and transparent arena, the CAA seems ineffective to protect UK AOC holders from some perceived lesser regulated EU operators, and created the "level playing field" often spoken about within EASA land, or moreover protect us from the scourge of the growing multitude of non regulated IPT operators. Both of these problems put a huge financial strain on AOC operators as we try and compete. Ultimately, this effects the resources UK AOC holders have to maintain and improve safety and compliance which surely goes against the	Feb 29, 2012 1:31 PM



Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	objectives of both the authority and the operators alike.	
241	CAA appears to be working against the industry as opposed to for it CAA Charges are very high for little or no support Getting hold of someone to make a decision is very difficult Increasing levels of bureaucracy. CAA, JAR, EASA etc Different regional offices have different opinions	Feb 29, 2012 1:30 PM
242	Professional expertise and an open approach to stakeholders	Feb 29, 2012 1:23 PM
243	It has appropriately qualified technical staff who are very knowledgeable in their field. They ensure that the regulator structure provides an appropriate level of safety but does not impose unnecessary burdens on the industry.	Feb 29, 2012 1:06 PM
244	Good at regulation, but poor at representing our needs globally as community. We are losing valuable trade to other European countries, supposed to be in EASA and a level playing field as we cannot compete on financial grounds nor turn time for any task. Typical of UK, if there is a law we adopt it and suffer before any other NAA, whether it be good or bad and it has implications on our ability to be competitive. Sadly, over pricing and anti-competitive traits mean that the one thing the CAA are regulating with us, commercial operations, is in the end.....possibly less safe as funds are being diverted to regulation rather than maintaining flight safety. Private aviation operating off UK register maybe safer because funds are used in the aircraft rather than the bureaucracy circles.	Feb 29, 2012 1:05 PM
245	The standard of record keeping at licensing has been a bit loose in the past 12 months which is disappointing as we are required to keep absolutely accurate records on unit which are then let down by the CAA processes. When I talk to my regional inspector I get an excellent service and we have a really good relationship. Unfortunately the regional inspector covers a large area with a lot of units and very often I cannot get hold of the inspector when I need to. This is a fault of the system not the individual inspectors.	Feb 29, 2012 12:32 PM
246	As an ATOL Licence Holder when we have questions to ask, need advice, we can pick up the phone and talk with experienced colleagues.	Feb 29, 2012 9:52 AM
247	Previously I would have rated the service provided by the CAA as excellent but feel the cuts and subsequent increases in surveyors workload has affected the service being provided and the amount of time in replying to queries	Feb 29, 2012 9:38 AM
248	Some times the time taken to process requests, schedules etc takes too long. Different offices have different points of view, that affect the company.	Feb 29, 2012 8:40 AM
249	we have pragmatic inspectors who work through issues with us.	Feb 28, 2012 9:05 PM
250	I get efficient service and prompt answering of queries	Feb 28, 2012 4:35 PM
251	They are failing to provide clear, uncomplicated financial protection for consumers. All elements of travel that have to be paid for in advance should have financial protection. If its a 'package' 'flight-plus' or not. Including airlines and flight only, hotels etc.	Feb 28, 2012 4:21 PM
252	Our needs are only partially met as the regulator is focussed primarily on meeting the needs of commercial air transport.	Feb 28, 2012 4:03 PM
253	The CAA don't understand the practicalities of tour operating and the barriers to entry that an ATOL licence presents. The trading environment has	Feb 28, 2012 3:45 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	changed beyond recognition in the last 10 - 15 years and the legislation and regulations and ways of dealing with the trade do not seem to have changed.	
254	When a company will go bust, especailly the comnay was doing similar destination as we do, CAA is becoming alarmed and regardless of our company history they can start penalising us in order to secure them selves. Sometime they go too far we feel badly squized and anfairley treeted.	Feb 28, 2012 3:30 PM
255	The inability to efficiently deal with ATOL claims once suppliers fail and the outsource to poor performing companies such as Huntswood to oversee these claims. All other aspects including our ATOL renewals dealt with very well.	Feb 28, 2012 3:29 PM
256	I think there was an oppportunity to revamp the ATOL licence into something far simpler and fairer to all. That opportunity has been missed and we are left with a confusing and unlevel playing field which benefits airlines. Agents receive minimal benefit and are left exposed to a high level of risk by being expected to provide total cover for the failure of any part of a Flight Plus arrangement. The income derived by the agent from the transaction is totally disproportionate to the level of risk they are forced to take. The answers being given at times to queries are inconsistent - for example - the 24 hour rule for triggering a Flight Plus - I have been told it would be possible to add the FlightPlus later but the client would need to pay the fee again - this answer I suspect is incorrect.	Feb 28, 2012 3:12 PM
257	Experience of working with CAA	Feb 28, 2012 2:35 PM
258	I have never found them disappointing at any time they are needed.	Feb 28, 2012 2:21 PM
259	Helpful, professional and pragmatic.	Feb 28, 2012 2:19 PM
260	im not very well acquainted with how the caa is fully functioned and deals with companies who don't comply my own aim is always to stay above board and all these consultations i didn't really understand all the jargon there was to much to read i like to just keep everything simple.	Feb 28, 2012 12:25 PM
261	Failure to tackle ATOL Regulation infringements due to repercussions from the Travel Republic case	Feb 28, 2012 12:24 PM
262	i don't think the caa tackles consumer protection for the "whole of market"	Feb 28, 2012 10:58 AM
263	Lack of flexibility and time taken to resolve issues can be a problem. The "one rule" which is used to cover multiple operations and circumstances often is not the one that works best for both parties	Feb 28, 2012 10:48 AM
264	Great breadth and depth of knowledge and a pragmatic approach to regulation focussing on outputs rather than prescriptive "box ticking".	Feb 28, 2012 10:44 AM
265	Inconsistancies between annex1 and 2 time scale related	Feb 28, 2012 10:35 AM
266	Achieves a good balance between protecting consumer interests, air safety and regulatory costs	Feb 28, 2012 9:48 AM
267	Stirling Regional Office Support for processing changes to approvals etc - First Class. Other regional offices - particular surveyors struggling to support industry in approach and response times. A&A - Previously raised issue that access to expertise and advice is required at times prior to making applications. The current set up with admin staff is that you need to make	Feb 28, 2012 9:09 AM



Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

application first. This does not support the industry. General communication - improving.

268	Audit feedback is usually very positive and constructive. We have found them very approachable and open when contacted about various aviation issues. The CAA should be prepared to give clearer guidance to ANSP's with regard to issues such as windfarms. ANSP's often have limited resources to deal with these things on their own and should expect clearer direction from CAA	Feb 28, 2012 8:44 AM
269	Always very helpful and informative to deal with especially Audit staff	Feb 28, 2012 8:39 AM
270	Is not technically competent in the fields that it purports to regulate as "the specialist aviation regulator". Shows little or no sense of 'pastoral care' for the industry which funds it. Harrasses those who have no need of harrassment. Shies away from confrontation in situations which do require firm handling. Widespread disillusionment and low morale of staff. Has very little comprehension of the economic realities confronting light aviation. Appears as judge, jury and executioner - with no check and balance, no 'ombudsman'. Does not answer correspondence in a reasonable timescale - or ever.	Feb 27, 2012 8:59 PM
271	High levels of pro-active engagement with current issues	Feb 27, 2012 8:50 PM
272	Heavily reliant on the individuals concerned to deliver a common standard and so standards can vary	Feb 27, 2012 8:18 PM
273	As a Part 145 holder the CAA are very thorough in ensuring compliance.	Feb 27, 2012 8:14 PM
274	In all the discussions with CAA I have had, I have found the organisation to be practical, and willing to understand the issues faced by a regional airport. I have also been impressed by the thoroughness of the consultation processes that I have been involved in.	Feb 27, 2012 5:45 PM
275	They have not shown me a reason to give a higher rating that reasonable. I have no issues or concerns. People are helpful when asked questions so that is a good start!	Feb 27, 2012 5:24 PM
276	Recently increased contact - feel we need to develop relationship further in terms of customer feedback etc	Feb 27, 2012 5:23 PM
277	It basically depends upon the individual inspector and department (ATS/OPS). The CAA are very knowledgeable about the subject matter and are usually willing to offer support where necessary. It is also refreshing to see that, particularly in recent months, Ops have taken a much more pragmatic view to individual issues.	Feb 27, 2012 4:59 PM
278	The CAA can only monitor the financial risk and performance of any licence holder on the information given at time of renewal. This info is generally between between four to seven months out of date. The p/l account and balance sheets can change dramatically during that period. I am aware of companies who have drawn up the P/ L account and balance sheet in an "artistic fashion" this along with the above and in a economic down turn equals the failure of the company and a questionable call on any bonds and the air travel reserve fund.	Feb 27, 2012 4:38 PM
279	Very thorough in monitoring our ATOL license and the status of our business.	Feb 27, 2012 4:18 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

280	Occasional long delays in responses to questions by email or normal post.	Feb 27, 2012 4:12 PM
281	Has difficult role in liaising between government desires and the practicality of industry demands	Feb 27, 2012 3:38 PM
282	Personal contact	Feb 27, 2012 3:28 PM
283	All contact that we have had with CAA has been very straightforward.	Feb 27, 2012 3:19 PM
284	As an ATOL holder, they are always helpful when I call. However, we now have more admin because we have to report monthly. Thought this government was supposed to be reducing red tape/bureaucracy not increasing it.	Feb 27, 2012 3:11 PM
285	Staff always willing to help.	Feb 27, 2012 3:10 PM
286	Poor efficiency; Lack of consistency	Feb 27, 2012 3:10 PM
287	for a company dealing with A/C below 2730 kgs we are expected to operate in the same way as an international airline, causing a massive financial burden. Many CAA staff are not experienced at this level aviation.	Feb 27, 2012 2:49 PM
288	Through my experience initially as a licensed aircraft engineer up to that of a training manager for a large UK airline the CAA have always kept the focus upon safety and high quality standards. I can think of no examples where I did not understand, or the reasons were not explained to me, why a particular process, NC or observation was warranted. Since the advent of JARs through to EASA regulations the UK CAA have endeavoured to keep safety to the fore. In today's business climate that is an admirable achievement.	Feb 27, 2012 2:48 PM
289	Good level of knowledge and understanding of the business Increasingly flexible / pragmatic at times.	Feb 27, 2012 2:47 PM
290	The CAA bring people home if an operator goes bust so it does what it says on the tin but I think that the industry has changed in a way that the CAA has not kept up with to the extent where I have to complete more paperwork and pay steep fees for a small business with a turnover of less £250k pa while no frills airlines with a multi-million pound turnover do not. I don't think the general public fully understand how this impacts their financial safety when booking.	Feb 27, 2012 2:30 PM
291	Very approachable and helpful when contacted.	Feb 27, 2012 2:25 PM
292	To date our organisation has had 2 Authority Surveyors both of whom have been very helpful and very fair in the performance of their duties.	Feb 27, 2012 2:14 PM
293	Professional, set an example globally and is the leading European regulator	Feb 27, 2012 2:08 PM
294	Professional organisation with staff that are enthusiastic about what they do.	Feb 27, 2012 2:03 PM
295	You respond quickly	Feb 27, 2012 2:01 PM
296	They have always been very helpful if I have had to contact them for any reason	Feb 27, 2012 1:55 PM
297	Different Surveyors different ideas, inconsistent, lack of specific industry knowledge	Feb 27, 2012 1:44 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

298	Knowledgeable and helpful staff and good quality guidance	Feb 27, 2012 1:41 PM
299	We as an organisation are fairly new and the help, support and advice we have recieved has been very helpful. The regulations that are produced are now a lot clearer and easy to understand. Although i know you only regulate on behalf of Easa the engineering license system could be a little easier for those involved in maintenance who do not have the luxury of sitting in a college for 3 years.	Feb 27, 2012 1:19 PM
300	The time taken to go through an approval process makes it very difficult for small businesses to survive. The time taken by airworthiness enquiries are particularly frustrating. Whilst safety is everyone's priority, a regulator has a duty of care to the commercial situation of those that they regulate, and this seems to be forgotten.	Feb 27, 2012 1:06 PM
301	It delivers world standard regulation and safety	Feb 27, 2012 1:04 PM
302	CAA consumer enforcement activities have been increasing over the past couple of years and we have worked closely with them on an advisory/collaborative basis. CAA are now achieving some good outcomes and gaining valuable experience that should equip them well for future projects.	Feb 27, 2012 1:00 PM
303	Excellent record as a safety and airspace regulator. Inconsistent record as an economic regulator	Feb 27, 2012 12:51 PM
304	Nearly always get a quick response on issues	Feb 27, 2012 12:48 PM
305	Accessible, however decisions can take ages to come through and guidance can be ambivalent and open to interpretation.	Feb 27, 2012 12:47 PM
306	good admin/processes. Problem is they do not cover all flight business, participation is an unfair tax on tour operators, there is no level playing field here and customers think they are prtected when booking direct with an airline.	Feb 27, 2012 12:34 PM
307	They are a very professional well managed organization	Feb 27, 2012 12:21 PM
308	Over decades the CAA has been a technically competent and pragmatic regulator. More recently, the split of responsibility with EASA and the CAA transition to performance-based oversight, and the review of its responsibilities to all UK citizens suggest that there will be potential for some overlap with the responsibilities of other authorities, which has the potential to be, at best, inefficient.	Feb 27, 2012 12:15 PM
309	The CAA does what it can to regulate ATOL, but why is it doing consumer protection for package tours in the first place? It means that only flight packages can be regulated. The division of packages into flight and non-flight causes a mountain of unnecessary admin work for operators (MORE than twice as much) and huge confusion for the public. eg They have to count the number of seats on an aircraft before deciding which scheme is protecting them! We need ONE scheme to protect package holidays run by ONE authority - if the CAA can't bear to have this taken away from them OK, but if not Trading Standards are the obvious ones as they are supposed to be regulating non-flight.	Feb 27, 2012 12:10 PM
310	previous dealings	Feb 27, 2012 12:07 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

311	I'm a small ATOL holder. Renewal is efficient, without an undue paperwork burden.	Feb 27, 2012 11:59 AM
312	Scheduled & Low cost airlines should also be included in the APC system, therefore giving grater protection, would make the industry more of an even paying field, and would reduce the current cost to the tour operators.	Feb 27, 2012 11:40 AM
313	Knowledgeable and works with industry to understand views	Feb 27, 2012 11:38 AM
314	On the occasions that I have contacted the CAA for advice, they have always been very helpful.	Feb 27, 2012 11:38 AM
315	They are very responsive and deal with issues rationally.	Feb 27, 2012 11:35 AM
316	Very approachable, always helpful, always look to work with you rather than against you, very inclusive when looking at regulatory change.	Feb 27, 2012 11:25 AM
317	TOTAL INABILITY TO UNDERSTAND THE NEEDS OF EITHER THE INDUSTRY PARTNERS THEY WORK WITH OR THE CONSUMERS THEY FAIL TO PROPERLY PROTECT	Feb 27, 2012 10:59 AM
318	We have a first class relationship with our Surveyor who actively supports our business.	Feb 27, 2012 10:49 AM
319	A balanced view, hearing both sides of each story with a practical perspective about what is reasonable	Feb 27, 2012 10:47 AM
320	Those of us who abide by the rules have to pay for those who do not. The new 'flight plus' will not stop the practice of seperate invoices for two elements of a 'package' if suppliers wait 25 hours. Your rules apply if two elements are booked within 24 hours but you need to make it within 30 days to stop the loophole. The new ATOL certificates should not be issued on receipt of deposit and only when the full amount of the holiday is paid, otherwise clients who cancel or do not pay the balance (for whatever reason) hold a certificate for a holiday they have not paid for.	Feb 27, 2012 10:43 AM
321	You can guarantee that any information you do request, they will always get back to you with the correct response, and it will be the best and safest practice.	Feb 27, 2012 10:42 AM
322	The CAA is now an administartor and not a regulator in its own right. The skill and expertise that industry is used to is changing and we need to get used to it. At times we find the CAA are struggling to cope with the sheer number of changes due to staffing levels like industry.	Feb 27, 2012 10:42 AM
323	(1) I think that the ATOL system is a visible and practical way of protecting customers, and as a long- established ATOL holder it works fine for me. (2) The CAA has done quite well in streamlining the renewal process, in my case as an SBA, though there is scope to do that even more. I have always found the ATOL staff courteous and helpful when when I've needed to talk, though that's fairly rare, to be honest, in recent years.	Feb 27, 2012 10:33 AM
324	The paperwork systems are overcomplicated for small operators such as ourselves. However the staff have always been very helpful, and diligent with reminders.	Feb 27, 2012 10:20 AM
325	Professional Personell	Feb 27, 2012 10:17 AM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

- |     |   |                       |
|-----|---|-----------------------|
| 326 | Everytime I have had contact with the CAA they have been very helpful and answered promptly   | Feb 27, 2012 10:11 AM |
| 327 | Given that it is their responsibility to safeguard money paid over to buy holidays, I think they do it effectively. I am a bit puzzled why such effort is put into protecting the average £600 to £2000 spent on package holidays, while people can spend far more on a 2nd hand car, new kitchen, double glazing etc etc. without a similar level of protection.   | Feb 27, 2012 10:11 AM |
| 328 | Good record, good levels of service when spoken to, areas well regulated - downside is that some areas appear over regulated and many rules dated.  | Feb 27, 2012 10:11 AM |
| 329 | Ease of access Friendly staff Efficient   | Feb 27, 2012 10:07 AM |
| 330 | Whilst understanding that the CAA need to safeguard the entire travel sector, but I do not feel that smaller companies are well represented. The ATOL processes are clunky and inflexible and it is obvious that the burden of work placed on individual CAA staff means that they do not appear to have the time or energy to work through cases in detail with smaller companies.   | Feb 27, 2012 10:01 AM |
| 331 | Have been concerned as to how the ATOL reform process has been managed. Appreciate that much of cause of delay has been created within Department for Transport and more widely within government. Nevertheless, do not have a great degree of comfort that changed regime will be introduced effectively.  | Feb 27, 2012 9:59 AM  |
| 332 | The CAA is currently going through major structural changes which include the closing down of regional offices. Apart from the disruption bought about by the closures this will cause a dilution of an already stretched authority who find it difficult to meet industries at times. The authority has a severe shortage of experienced surveyors leaving the current being responsible for too many approved organisations. Industry as a group disapproves of these measures.   | Feb 27, 2012 9:55 AM  |
| 333 | 1. Professional oversight. 2. Helpful advise. 3 Inconsistency in approach and interpretation of the Regulation between Area Offices and individual Surveyors. 4 Surveyors often not available when needed, ( overseas) 5 Very high charges. ( PLD) for work carried out.  | Feb 27, 2012 9:55 AM  |
| 334 | The people I speak to on the phone are usually knowledgeable and polite.  | Feb 27, 2012 9:53 AM  |
| 335 | The Pilling Review concluded that the CAA was respected by UK industry and internationally for its safety, economic and airspace regulation activities. This is my experience. There was nonetheless a need for some changes, notably a greater focus on consumer interests and to challenge itself on the value of some of the things it did and how it did them (particularly in safety regulation) and greater ambition in airspace regulation. It has made some progress on these in recent years. In consequence it remains at the forefront of aviation regulation. | Feb 27, 2012 9:53 AM  |
| 336 | Professional at all times and helpful with advice and guidance - never had a problem in 20 years  | Feb 27, 2012 9:47 AM  |
| 337 | Claims have been slow to come through Staff are usually helpful but seem to have very little flexibility  | Feb 27, 2012 9:46 AM  |
| 338 | Very high cost of approvals compared with service provided. Consistency of interpretation of regulations. Time taken to provide service   | Feb 27, 2012 9:44 AM  |

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

339	Responsiveness, transparency and clarity. Sometimes they suffer from being overly academic, especially on the competition assessments	Feb 27, 2012 9:43 AM
340	I think the whole regulation process for tour operators is based on a 1960s view of the industry and is dominated by the voices of the biggest operators. To some extent (since they carry the majority of passengers) this is fair enough but it certainly acts as a barrier to entry for startups. Public conception of the difference between ABTA/ATOL is non-existent and you can't help feeling that the status quo suits what is, after all, a self-financing quango.	Feb 27, 2012 9:36 AM
341	ATOL is a great scheme but I am not sure regulate as closely as they could on a month by month basis.	Feb 27, 2012 9:34 AM
342	They still class small ATOL holders as tour operators alongside the big boys	Feb 27, 2012 9:33 AM
343	Persevering with expansion of ATOL coverage to include agents that are dynamically packaging in face of resistance from trade bodies (ABTA should be ashamed) and big OTAs (Travel Republic should be prosecuted) but relative failure in communicating practical implications of Flight Plus to agents.	Feb 27, 2012 9:32 AM
344	Lack of continuity is always an issue, at all levels.	Feb 27, 2012 9:26 AM
345	Communication of the contacts at the CAA	Feb 27, 2012 9:26 AM
346	Overly bureaucratic - the Government has pledged to reduce red tape on small business. So why is the CAA doing the opposite. The new ATOL rules will do very little to stop dynamic packaging. Those companies that want to get round the new Flight Plus regulations still can. Staff though friendly and helpful to deal with. The system - Fit for Purpose?	Feb 27, 2012 9:23 AM
347	We disagree with the chosen method of exerting quality control over the dangerous goods training sector but we recognise that within the chosen methodology the service is of a high standard and driven by unrepachable purpose.	Feb 27, 2012 9:15 AM
348	Difficult to rate as my sole experience of interacting with a regulator is with the CAA.	Feb 27, 2012 9:12 AM
349	customer service, efficient and very helpful	Feb 27, 2012 9:12 AM
350	As far as it goes the CAA does a good time, however it does not offer consumer protection for holidays booked on Airline websites - a huge oversight	Feb 27, 2012 9:12 AM
351	Have had few dealings with them but I was pleased that when I arranged to meet with them they were actually very helpful.	Feb 27, 2012 9:08 AM
352	I liaise with [REDACTED] who is always knowledgeable and accommodating, Working with her is a pleasure.	Feb 27, 2012 9:08 AM
353	Efficiency, point of contact, answers to questions	Feb 27, 2012 8:58 AM
354	Regulatory bodies have a function to fulfil which is mainly in our part admin. There could be more communication and information from the CAA but I obviously realise that policy dictates much of the output.	Feb 27, 2012 8:58 AM



Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

355	I have had both good and bad experiences with the CAA, the good one are usually centred around expert help in environmental areas such as noise, the bad are usually connected with airspace issues and the difficulty in getting things changed.	Feb 27, 2012 8:58 AM
356	adherence to rules but with flexibility when justified by the evidence is what gives the UK medical department kudos on the global stage	Feb 27, 2012 8:54 AM
357	They provide everything both us as a business and the customer requires.	Feb 27, 2012 8:50 AM
358	The time that it takes to get revisions / changes suggested by industry is frustrating but my experience in dealing with individual staff from the CAA is very positive	Feb 27, 2012 8:47 AM
359	The CAA's hands are tied by regulations issued from EASA. They do have a small amount of room to maneuver withing the regulations with regard to interpretation of poorly worded and conflicting statements.	Feb 27, 2012 8:43 AM
360	I would like to see a more consistent approach. It is disappointing for example when a practice that has been in place for a number of years (15), is picked up by a "new set of eyes". I would expect all eyes to see the same things at this level.	Feb 27, 2012 8:42 AM
361	Of all our regulatory bodies, historically I have always been able to rely on the CAA staff for the high degree of integrity, professionalism and experience required to add value. Over the past few years I have seen a deterioration in the calibre of CAA staff - this combined with the ridiculously extortionate fees charged for MOD related work, no longer constitutes value for money in my opinion.	Feb 27, 2012 8:42 AM
362	The professional approach and the wide range of documents available	Feb 27, 2012 8:23 AM
363	from an engineering viewpoint, the surveyors are efficient, and work well with the companies they have responsibility over.	Feb 27, 2012 8:18 AM
364	As a major onshore helicopter operator that has been expanding by acquisitions in the recent difficult market conditions I feel that the CAA have significantly under resourced handing of approval variations over the last 28 months causing several cases of commercial disadvantage.	Feb 27, 2012 8:10 AM
365	Professional manner of the inspectors, knowledge and advice given.	Feb 27, 2012 8:08 AM
366	My cooperation with different employees during the past years shows a lot of dedication and knowledge as well as the will to "go the extra mile" when needed (compared to CAAs in smaller countries, UK often has to take the lead in larger projects, since they seem to have more ressources).	Feb 27, 2012 6:37 AM
367	We hear of several company failures with insufficient funds in the CAA pot. This means either not enough control or not enough money collected from high risk companies. We are a small company and a tiny risk for the CAA and so have usual found our dealings with them good. However, there is a huge amount of effort to try and encompass Travel Agents and others but this still does not fully tackle the problem of groups travelling without ATOL protect, esp those who book with airlines and those who have no flight element in their holiday.	Feb 26, 2012 11:44 PM
368	On the whole the CAA is an efficient body	Feb 26, 2012 6:22 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

369	I believe the CAA could be more dynamic in their approach to the industry and also have a better understanding of the issues facing commercial aviation in general. Particularly around hubs and the impacts of congestion in London airspace	Feb 26, 2012 5:49 PM
370	Everything is done smoothly and as they say it will be. Very efficient	Feb 26, 2012 4:26 PM
371	Lack of autonomy. Led by the nose by EASA.	Feb 26, 2012 2:50 PM
372	As a regulator there needs to be greater effort afforded to understanding how airline operates and functions for the customer in normal ops so that there is an appreciation of what we do in disrupted ops. Better positive engagement with airlines to do this especially when they are planning for known events would assist with this.	Feb 26, 2012 2:05 PM
373	The renewal process that we need to undertake seems quite cumbersome	Feb 26, 2012 1:42 PM
374	The National and Regional Inspectors are invaluable due to their knowledge and approach	Feb 26, 2012 1:29 PM
375	Prompt passage of information Pragmatic approach to regulation whilst maintaining controls	Feb 26, 2012 1:15 PM
376	Independence, professionalism, openness, balance of judgment. More might be required in terms of depth of economic research.	Feb 26, 2012 12:37 PM
377	Safety oversight is critical and without question. I believe maybe more "outside in" focus in understanding the evolving dynamics of the airline business may be helpful to the CAA in its consumer focussed and economic regulatory work	Feb 26, 2012 11:42 AM
378	Monitoring and ensuring consumer protection in the realm of travel bookings.	Feb 26, 2012 10:51 AM
379	Experienced staff, particularly Surveyors, clear guidance and processes (to limits allowed by EASA), on line application forms for licencing and ARC issue, helpful advance communications by e mail	Feb 26, 2012 10:40 AM
380	Their staff are simply concerned with "paper-pushing" and have little practical knowledge of the work they are regulating	Feb 26, 2012 10:00 AM
381	CAA Personnel are intrusive but supportive in relation to regulatory and maintenance inspections at the air support unit where I am the UEO	Feb 26, 2012 6:26 AM
382	you are very diligent	Feb 26, 2012 6:25 AM
383	We are happy with the level of service we are obtaining from CAA	Feb 26, 2012 5:13 AM
384	I do not have any strong views on the subject	Feb 26, 2012 1:02 AM
385	CAA offer appears to be rather rigid in its approach to some regulatory matters and maybe lacks a dynamic get and go feeling to resolving issues of major importance to the industry. A lack of innovation and risk adversity are notable features of an organisation which needs to scale up its activities to a more modern approach. However some recent managerial changes are beginning to take effect and may address some of these issues	Feb 25, 2012 9:20 PM
386	I am a very small operation and semi retired but when I have cause to contact them I am always received efficiently and Courteously and they give	Feb 25, 2012 8:20 PM



Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

me the answers I am looking for.

- |     |   |                       |
|-----|---|-----------------------|
| 387 | The staff at CAA are professional, knowledgeable and courteous.   | Feb 25, 2012 7:53 PM  |
| 388 | The CAA have always been approachable, understanding that the regulations, as currently written allow room for negotiation/compromise, whilst still maintaining the absolute need for safety.   | Feb 25, 2012 7:29 PM  |
| 389 | Has to be the most inefficient organisation making one do pointless paperwork by people who do not have a clue about how aviation or business's run   | Feb 25, 2012 7:12 PM  |
| 390 | Monitor financial controls especially in the light of the recent collapse of Phoenix Holidays   | Feb 25, 2012 6:13 PM  |
| 391 | Knowledgeable friendly staff Website answers most queries well Reasonable approach to solving problems  | Feb 25, 2012 4:42 PM  |
| 392 | Having verged on being very good there are now a number of external factors causing the CAA issues, e.g. EASA/EU and DfT/UK Government  | Feb 25, 2012 2:16 PM  |
| 393 | I understand fully the role that they play as a regulator and where to turn to discuss issues. The CE is also fully contactable if required.  | Feb 25, 2012 12:49 PM |
| 394 | Clarity of requirements but willing to listen and be pragmatic.   | Feb 25, 2012 12:47 PM |
| 395 | CAA IS NOT CLEAR THEY DO NOT EXPLAIN RULES CLEAR AND CONFUSE ALL MATTER   | Feb 25, 2012 12:40 PM |
| 396 | The strategic understanding and value of regional airports seems to take second place to the larger airports. At the local level we have a fantastic relationship with our Inspector who has been firm, true and honest in dealing with us. We understand the benchmarks set and I feel work well together; understanding commercial and safety mix also a positive   | Feb 25, 2012 12:14 PM |
| 397 | The CAA is a very bureaucratic organisation   | Feb 25, 2012 11:30 AM |
| 398 | as one might expect from an organisation which is 100% funded by the aviation industry, the current enthusiasm for "environmental issues" seems at times more apparent than real.   | Feb 25, 2012 10:46 AM |
| 399 | Since we get clear instructions.  | Feb 25, 2012 10:23 AM |
| 400 | We always re-new our license each year with the minimum of fuss since 1993  | Feb 25, 2012 10:10 AM |
| 401 | Poor Communication. The CAA website is poorly structured and contains a lot of information that is impossible to find. Its own search engine often can't find it and Google can be more effective. The site is laid out in an illogical manner and is not even alphabetical. The CAA has failed to communicate with examiners who act on its behalf for the last 12 years. Some ground examiners have received no communication since being appointed. Information is promulgated in different manners, AICS, INs and ORS with little explanation of why. Other documents such as Training Com simply disappeared after first being used for incorrect purposes. AICs regularly contain errors indicating they have been produced by staff with limited Technical Knowledge and have been issued largely unchecked. In some cases the CAA is making up requirements that have no legal basis. | Feb 25, 2012 9:58 AM  |

	<p>Licencing officers use LASORS as their bible instead of JAR-FCL; this document is riddled with errors and often does not accurately reflect JAA requirements. There has been a marked decline in the ability of these people to answer questions accurately resulting in the promulgation of miss information. As a result they now seldom answer questions and just direct the applicant to LASORS. With the approach of EASA regulation there are areas where it will take some time to effect a transition but no preparation has been made, meaning that it will be impossible to effect that transition smoothly in the transition period. All of this reflects a fundamental lack of knowledge of how industry works or what the effects of new requirements are likely to be. There are still parts of the old UK National licensing system in place despite the fact that JAR-FCL was adopted 13 years ago and the CAA has still not aligned with those requirements, all of which will be EASA requirements in 2 months. The CAA which was a once an effective Safety Regulator has become a bureaucratic rule shuffler with little understanding of safety issues. In the process it has lost most of its knowledge bases as staff have left, many out of sheer frustration. The scheme of charges which has a huge impact upon parts of the training industry is haphazard and lacks any form of credibility. The Govt require the CAA to recover its costs but FCL is used as an excuse to make a profit to cover those areas wher they cannot cover their costs. A days time with a Flight Examiner can cost anywhere between £198 and several thousand pounds. Charges are based upon the perceived ability to pay rather than the cost to the Authority.</p>	
402	The Authority has for many years taken a professional but pragmatic stance and tried to be helpful wherever possible. This may, however, change with the transfer of regulatory legislation to EASA.	Feb 25, 2012 9:25 AM
403	Although the staff are usually very pleasant and helpful no department appears to know what another department does. Even staff in the same office often appear not to know what another is doing. If a question or query is o the remit of the individual it usually stops there and you have to start all over again. Promises to return calls often doesn't happen for days. The website is dreadful to use. The accounts department is a shambles. We are still awaiting receipts for monies paid and a query over two fees is still pending after six months. The pricing structure is so open-ended it is rude. The main impression is that staff are either protecting their job or trying to get up the ladder regardless of any customer care. Having said that their are a few in the organisation that are extremely helpful. The CAA have a monopoly is so far that there is actually no one to complain to so we don't tend to bother anymore. Bottom line they are all to busy covering their arses and pensions. That is only our opinion thogh and we work with the bonkers system they use. I could go on but frankly this survey is a waste of money as the CAA know full well their problems and should deal with them. Monkey Survey? How appropriate.	Feb 25, 2012 9:08 AM
404	My rating is based on limited direct contact, but also knowing the professionalism and expertise with which the UK aviation industry is blessed	Feb 25, 2012 9:00 AM
405	To worried to challenge airports	Feb 25, 2012 8:54 AM
406	Knowledgeable staff, keen to assist, helpful to provide assistance with further approvals. A "can do " attitude prevails.	Feb 25, 2012 8:26 AM
407	Good Performance and organized website	Feb 25, 2012 7:58 AM
408	Good travel industry interaction and staff accessibility. Generally good response times and friendly approach to most meetings. The formal structure	Feb 25, 2012 7:36 AM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	for licence appeal hearings needs review with greater concentration on fairness. Sadly CAA preside over an unfair and anti-business ATOL structure which is heavily slanted to cater for big business to the detriment of SMEs.	
409	na	Feb 25, 2012 6:47 AM
410	Their patience in explaining complicate information	Feb 25, 2012 6:10 AM
411	CAA has consistently been a good listener, especially in respect of consumer issues.	Feb 25, 2012 6:05 AM
412	Reply very quick	Feb 25, 2012 3:08 AM
413	Professional Zero issues Security for customers and our company	Feb 25, 2012 3:07 AM
414	Lack of clear information on the need to cover a booking under the ATOL. Very complicated to decipher. However it has improved over the past four years.	Feb 25, 2012 1:54 AM
415	Efficient, clear information and doing a good job.	Feb 24, 2012 11:07 PM
416	Being persuaded to change an already strong and safe legislation to please EASA! I also feel that the CAA spend too much time worrying about paperwork and not enough time investigating actual operations and safety on a day to day basis.	Feb 24, 2012 10:35 PM
417	Efficient, professional and helpful.	Feb 24, 2012 9:54 PM
418	Because it offers clarity and security There needs to be more of a drive so that consumers know more about ATOL and it's financial protection rather than abta who is an association and not a government body	Feb 24, 2012 9:30 PM
419	They have problems which are not of their own making but tend to help with the laws they have to operate	Feb 24, 2012 9:27 PM
420	Helpful when establishing a new AOC.	Feb 24, 2012 8:56 PM
421	They seem to be more time chasing small companies and partnerships rather than the big companies which have created the huge deficit in the Air Travel Fund. All of my clients are having to pay for their failures in the past. Far to over staffed as proved by the amount of Bureaucracy that comes out of them. Why does an ATOL licence cost the same for a business like ours with under a 1000 pax and Thomas Cook with thousands?	Feb 24, 2012 8:47 PM
422	The internet has changed how many purchase their holidays and the CAA have done well to adapt. They have increased consumer protection while keeping the regulatory burden on ATOL to a minimum	Feb 24, 2012 8:20 PM
423	Usually helpful telephone contact Precise written correspondence	Feb 24, 2012 7:50 PM
424	Slow service Inflexible and divorced from the reality of the economic situation of most businesses	Feb 24, 2012 7:29 PM
425	Very helpful and supportive of us ATOL holders and a very sensible, easy to understand, transparent and fair charging system.	Feb 24, 2012 7:02 PM
426	They are understaffed and lack the skills and experience they used to have. Too much reliance on paperwork and too little on actual on the ground	Feb 24, 2012 6:12 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	inspections. Fees keep rising but the service does not improve. Loss of local offices due to budget cuts. Constant changes to the organisation due to new people at the top with no aviation experience.	
427	That do a good job but I worry that some companies fail when they should be better policed.	Feb 24, 2012 5:52 PM
428	I do not think the right ATOL regulation are in place and alot of abuse of the system takes place	Feb 24, 2012 5:49 PM
429	No resource, all staff leaving due to low morale.	Feb 24, 2012 5:44 PM
430	based on the experience working with CAA	Feb 24, 2012 5:43 PM
431	The introduction of APC was at £1 per passenger. At the time I objected to this scheme because it was more expensive than insurance bonding for strong and profitable companies. I also felt that the insurance industry (commercial sector) was more likely to assess risk better than the CAA (public sector). These fears have proved well-founded and APC was very quickly raised to £2.50 per passenger as a result of company failures. In 2008 with turnover of £28.4 million this company's ATOL bonding costs were £41,152. (Insurance bonding). In 2011 with turnover of £30.5 million (7% higher) this company's ATOL costs under the APC system were £130,098 (216% higher).	Feb 24, 2012 5:41 PM
432	All support and information requested was promptly gave to our company	Feb 24, 2012 5:38 PM
433	CAA has failed to regulate the online websites selling flights and hotels together and yet not holding ATOL Licence nor providing customers any info on their ATOL status. Most customers do not realise that their holiday is not ATOL protected. Also CAA has completely failed in raising awareness amongst young people regarding importance of ATOL and that they should not tailormade their holiday themselves ie purchase flight somewhere and hotel somewhere else leaving their holiday outside the scope of ATOL.	Feb 24, 2012 5:36 PM
434	DO NOT HAVE SUFFICIENT DEALINGS WITH THEM TO GIVE A BALANCED ASSESSMENT	Feb 24, 2012 5:35 PM
435	Ease of dealing with the key issues	Feb 24, 2012 5:34 PM
436	These seems to be a lack of ATOL enforcement. It is very easy to see companies without ATOL trading unchallenged. Other than this the CAA appear to perform well.	Feb 24, 2012 5:34 PM
437	one person's answer is different to another, very little continuity.	Feb 24, 2012 5:33 PM
438	Never had any problems, and they are always quick to answer any questions	Feb 24, 2012 5:32 PM
439	Could do more to promote a level playing field regarding the provision of consumer protection between (i) tour operators and travel agents and (ii) airlines.	Feb 24, 2012 5:29 PM
440	There is no consistency between surveyors, you can have good one then a very bad one who is not helpfull	Feb 24, 2012 5:27 PM
441	Very professional and responsive	Feb 24, 2012 5:26 PM
442	The broad spectrum of aviation to which the Authority applies itself in a	Feb 24, 2012 5:26 PM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

consistently competent manner.

443	As small business, many of my competitors as also small, but many do adhere to the regs and the CAA is very poor at policing this, choosing to focus on the bigger fish. Such inaction indirectly encourages abuse.	Feb 24, 2012 5:25 PM
444	1. Individual staff members knowledgable, approachable and helpful; but 2. Organisation overall lacks bite and adopts a too "laid back" approach to ATOL licensing/enforcement	Feb 24, 2012 5:25 PM
445	with the spate of massive companies collapsing over the last few years i find it difficult to understand how the CAA arent aware that a company is in difficulty or on the verge of collapse.	Feb 24, 2012 5:23 PM
446	We get little contact from them except each year to renew the ATOL. So what we would expect but nothing special.	Feb 24, 2012 5:22 PM
447	Transparency in information / process Good degree of information publically available Consultation with the public in a transparent fashion Semi-removed from political agendas and corporate lobbying implying a good degree of independence driven credibility	Feb 24, 2012 5:22 PM
448	Because as far as I can tell they address all the issues that arise in this rapidly changing world in a thoroughly professional and effective manner	Feb 24, 2012 5:21 PM
449	Professionalism combined with an awareness of issues and a willingness to consult with the GA Industry	Feb 24, 2012 5:20 PM
450	Unable to influence the legislators succesfully to adapt a workable protection solution for travellers that is workable for airlines and agents alike.	Feb 24, 2012 5:19 PM
451	Work with the Industry Substantially modernised approach over last 5 years Positive, proactive and generally supportive Excellent Inspectors	Feb 24, 2012 5:19 PM
452	The mechanism for reporting quarterly returns and renewal is efficient and user-friendly. The CAA consults widely on change against a difficult political backdrop.	Feb 24, 2012 5:17 PM
453	keep us informed of any changes but we often get conflicting info from them when we call. ie. one person says one thing, and another says something else.....	Feb 24, 2012 5:16 PM
454	I have marked the CAA down from Very Good to fairly good, because within the last year the new team in Regulation Policy have made some fundamental errors that a good regulator would not make.	Feb 24, 2012 5:15 PM
455	I have never found the regulatory and other staff anything less than wholly professional, businesslike, cooperative, collaborative, and approachable.	Feb 24, 2012 5:14 PM
456	the engagement I have with the organisation is good.	Feb 24, 2012 5:11 PM
457	Consistently high levels of performance and query response	Feb 23, 2012 12:06 PM
458	With the dealings I have had with them they were always open and honest	Feb 23, 2012 11:50 AM
459	good contributors to dialogue and discussions on technical aviation safety matters, but sometimes fail to appreciate the wider contexts of their position and hence temper the CAA position according to the impact of the CAA	Feb 23, 2012 7:57 AM

Page 4, Q4. What are the main reasons why you rate the overall performance of the CAA as you do?

	position on those areas immediately outside the technical aviation field	
460	Accurate and efficient.	Feb 23, 2012 7:51 AM
461	Good understanding of the training business. Here to help.	Feb 22, 2012 11:28 PM
462	All individuals in all departments that I have dealt with over many years are extremely professional, motivated and helpful. The personnel within the CAA do the organisation proud. However, the crippling and spiraling costs coupled with the apparent desire to force familiar large aircraft policies and regulations onto the generally misunderstood lighter end of aviation is grossly disproportionate, thereby alienating the authority from the thousands of professionals and others involved in GA. There is also an inherent lack of dissemination of information to the 'smaller players' within the aviation profession.	Feb 22, 2012 4:50 PM
463	good but consumer focus has been somewhat lacking in past.	Feb 22, 2012 4:45 PM
464	I have always had very positive relations with my main points of contact at the CAA. Throughout my time of working with them (2.5 years), they have been unfailingly professional, knowledgeable, polite, helpful and insightful.	Feb 22, 2012 3:28 PM
465	Sensible consultation and the use of appropriately qualified and experienced staff.	Feb 22, 2012 2:18 PM
466	Out of touch, not interested in airworthiness of the aircraft, merely the apparent airworthiness indicated by the minutiae of the completion of the EASA paperwork. The burden of paperwork caused by CAA/EASA is of such a degree that airworthiness is potentially threatened by having less time to spend on the aircraft. The economics of small companies preclude taking on extra staff. Surveyors have no cohesive policies but enforce their many & varied personal opinions onto the Part M organisations. A good record of airworthiness existed before EASA as a result of the integrity of the engineers. It still rests on the engineers, & EASA is merely an expensive over-regulation.	Feb 22, 2012 2:05 PM
467	Staff are very approachable, knowledgeable, open and friendly.	Feb 22, 2012 1:18 PM
468	Generally we get a quick response to any questions for advice or information but responses from individual inspectors is not always as prompt as it ought to be, which can frustrate attempts to comply with their deadlines.	Feb 22, 2012 12:10 PM
469	There is inconsistency between ATS and ASD in the requirements which they set, leading to airports having to meet two different sets of requirements.	Feb 22, 2012 12:06 PM





Page 5, Q6. Which, if any, of the following would you select to describe the CAA? Please select all options that apply

1	Jobs worth (unnecessary)	Mar 23, 2012 7:50 AM
2	I find it difficult to get a straight answer when I call with certain queries	Mar 14, 2012 9:24 AM
3	unfocused and at risk of becoming like a trade association	Mar 12, 2012 10:05 AM
4	Little consumer awareness	Mar 12, 2012 9:12 AM
5	Jobs for the boys with pension for some, technical expertise gone for ever	Mar 11, 2012 4:26 PM
6	Generally cooperative, helpful and pretty efficient but sometimes bureaucratic	Mar 10, 2012 9:44 AM
7	Arogant	Mar 9, 2012 8:27 PM
8	Not transparent	Mar 9, 2012 4:21 PM
9	4 & 8 but 2 & 11.	Mar 9, 2012 3:19 PM
10	Inconsistent	Mar 9, 2012 3:14 PM
11	inflexible	Mar 9, 2012 2:25 PM
12	Overworked caused by burdensome regulations both UK and European	Mar 9, 2012 2:24 PM
13	thoughtful, analytical, pragmatic	Mar 9, 2012 2:16 PM
14	probably as good as we can expect from a state monopoly!	Mar 9, 2012 2:14 PM
15	Non-professional for a National organisation	Mar 9, 2012 2:07 PM
16	Simply don't listen	Mar 4, 2012 9:15 AM
17	inefficient technophobic	Mar 3, 2012 3:41 PM
18	Limited by Government in its remit.	Mar 2, 2012 3:30 PM
19	Difficult to be specific as different depts/indivs vary.	Mar 2, 2012 11:49 AM
20	resistant to change and defensive of status quo i areas such as Econ Regulation	Feb 29, 2012 2:25 PM
21	Ineffecient, Restrictive	Feb 29, 2012 1:31 PM
22	Single market no competition in UK	Feb 29, 2012 1:05 PM
23	expert for the renewals proces	Feb 28, 2012 3:34 PM
24	Complicated	Feb 28, 2012 3:21 PM
25	I find the paperwork difficult to understand	Feb 28, 2012 3:16 PM
26	Confusing	Feb 28, 2012 3:13 PM
27	The CAA appears to be legislating harder against those companies who follow the law and are allowing those who evade the law to remain outside the law and get off scott free.	Feb 28, 2012 1:47 PM



Page 5, Q6. Which, if any, of the following would you select to describe the CAA? Please select all options that apply

28	Willing to listen	Feb 27, 2012 5:46 PM
29	Depends upon the individual inspector	Feb 27, 2012 5:00 PM
30	mixed, at times CAA seems to be very much arms length, slow and then in other areas very proactive	Feb 27, 2012 4:37 PM
31	Expensive	Feb 27, 2012 2:31 PM
32	Particularly poor at communicating internal policy to those that they regulate	Feb 27, 2012 1:08 PM
33	Recently Improved	Feb 27, 2012 12:11 PM
34	Out of touch relates more to GA activities than ATOL	Feb 27, 2012 10:13 AM
35	Inconsistent	Feb 27, 2012 10:00 AM
36	expensive	Feb 26, 2012 10:41 AM
37	there are individuals who demonstrate each of the above selections	Feb 25, 2012 2:19 PM
38	Self important	Feb 25, 2012 9:10 AM
39	Not words that I would use to describe the body as a whole, but my personal contacts there are all a pleasure to deal with and are incredibly efficient in what they do.	Feb 24, 2012 10:35 PM
40	Friendly	Feb 24, 2012 5:43 PM
41	Under - Resourced in Technically Competent Staff	Feb 24, 2012 5:30 PM
42	Needs to help ATOL holders more by giving samples of documents that they will want in future and not just send an e Mail saying refer to web site	Feb 24, 2012 5:30 PM
43	ineffective	Feb 24, 2012 5:26 PM
44	underambitious	Feb 24, 2012 5:26 PM
45	I think generally the system is a complicated one and it needs simplifying, does that make you Bureaucratic?	Feb 24, 2012 5:25 PM
46	helpful	Feb 24, 2012 5:22 PM
47	Inspid - They can only do what they're charged to do and they need greater powers	Feb 24, 2012 5:18 PM
48	Expensive	Feb 24, 2012 5:18 PM
49	rule bound	Feb 23, 2012 7:59 AM
50	poor value for money, not enough surveyors, helpful, too focussed on large CAT	Feb 22, 2012 4:55 PM



Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

1	Keep talking!	Mar 23, 2012 12:47 PM
2	Cut costs, cut the number of jobs worth staff, cut company cars and pensions, work an honest 40 hours a week, and above all else become a government office.	Mar 23, 2012 8:17 AM
3	Quarterly Update on Key issues and proposed changes and improvements. Short and clear communique.	Mar 22, 2012 9:30 AM
4	communicate and listen	Mar 20, 2012 3:03 PM
5	1. Improve its arrangements for the scientific governance of its Flight Time Limitations work. 2. Understand that it is not expert in many areas and it needs to take advice. 3. Make its consultation activity with pilots more honest and genuine. 4. The CAA board seem not to have a sufficiently independent and critical oversight of the activity of the CAA executive.	Mar 20, 2012 12:58 PM
6	Try to understand the Business Aircraft Operations & the differences of operating business aircraft vs airliners. They should also offer standardisation on audits across the AOC holders.	Mar 20, 2012 11:01 AM
7	General aviation has unfortunately become a very expensive past-time and the CAA should make every effort to keep costs to the PPL flyer as attractive as possible.	Mar 19, 2012 12:21 PM
8	Find a final solution to the ATOL licencing regualtion	Mar 16, 2012 12:13 PM
9	Spend time with airlines to understand how they operate and make their decisions. Understand that most airlines actually have a customer service ethos at their heart and strive to provide a good service to their passengers to encourage repeat custom. Understand the limits put upon airlines operating out of the constrained airports in the UK. Consult and then issue guidance in areas of dispute to help drive compliance and best practice. Take a less confrontational approach.	Mar 16, 2012 11:41 AM
10	Not sure. The direction is now very much dictated by EASA.	Mar 16, 2012 8:30 AM
11	there is a balance between asking for more communciation and expecting to attend more meetings or working groups. Some meetings maybe should be more direct with actions to help the collaborative approach to achieving safety, but as the CAA understands the pressures of operating aerodromes, it is difficult to clarify what exactly would improve this. However, a stakeholder enagagement approach similar to customer service, would be useful. Non-inspection visits would be helpful, a "charter" to enagage with aerodromes differently and individually may be the asnwer to this. Also, please de-cluster the CAA website. Communication has improved in recent years but it is now time for a review of how beneficial todays practices are (assuming this survey is a part of that process).	Mar 15, 2012 4:29 PM
12	The EASA system of issuing regulations cannot be ammended by reissuing the regulation. Thus the old issue stands including the errors, followed by a raft of amendments. This leads to a mass of documentation which will eventually become incomprehensable to the operators.	Mar 15, 2012 12:33 PM
13	Relationship is fine, it's the regulations the CAA administer which are the problem and they don't have the authority to change them.	Mar 15, 2012 8:16 AM

Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

14	We only receive ATOL licensing communication, information and forms. Information about what they do and their objectives could be pro-actively communicated. Their website could do with a redesign, more modern, user friendly. Perhaps a monthly email newsletter to stakeholders.	Mar 14, 2012 6:35 PM
15	It needs to engage more on the substance of issues, take a more open mind to the identification of problems and development of solutions, acknowledge there is CAA history and explain departures from its previous analysis and argumentation and explain how it will promote competition between airports.	Mar 14, 2012 3:45 PM
16	less regulation, more free market economy.	Mar 14, 2012 2:54 PM
17	reduce reporting and annual return paperwork	Mar 14, 2012 1:16 PM
18	Airlines should be covered too. Unfair playing field	Mar 14, 2012 11:26 AM
19	charge me less for routine tasks like licence issuance	Mar 14, 2012 10:28 AM
20	Very better, if CAA will be assist	Mar 14, 2012 8:34 AM
21	Rely more on the views of operators and less on academics, scientists and experts when setting policy.	Mar 13, 2012 9:42 PM
22	More communication	Mar 13, 2012 6:49 PM
23	Increase staffing levels. Not often easy to run an individual to ground to answer queries. Always "Away / Not Available" but E Mail helps.	Mar 13, 2012 4:54 PM
24	I am happy with the working relationship I have with the CAA.	Mar 13, 2012 12:39 PM
25	It must address the needs of real aircraft operators and protect their interests	Mar 13, 2012 12:24 PM
26	More communication on future policy changes within the CAA, more communication on EASA decision making, fight stakeholders position on some of the bureaucratic regulations coming out of EASA.	Mar 13, 2012 12:00 PM
27	modernise, focus on air transport/ consumer ahead of general aviation, provide leadership by accepting a Europe led regulatory function and helping to make it capable rather than protecting status quo regulation. Merge soem expert areas with other regulators ( e.g IAA)	Mar 13, 2012 9:07 AM
28	Increase guidance material and list Guidance Material as a clear subject/heading on the website	Mar 13, 2012 8:54 AM
29	To continue to work with organisations who represent smaller companies to simplify the necessary legal requirements to operate.	Mar 12, 2012 8:47 PM
30	Continue to be open with communication/changes	Mar 12, 2012 6:09 PM
31	Keep talking to the airlines and better understand we are not all the same. We need to see improvements in a more timely way. They will get there, however, more pace is needed	Mar 12, 2012 5:27 PM
32	As I have very little contact with the CAA, it is difficult to comment.	Mar 12, 2012 5:05 PM
33	Once the executive team have given direction then the organisation should look to deliver in a more timely manner. Too many examples occur where	Mar 12, 2012 5:05 PM

Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

	the issue, or project moves to the right. Perform and meet targets like any modern business. With a key driver like ROCE the culture of the organisation should be more aware of delivering high quality regulation at minimum cost. There is still a strong cost plus feel to every discussion. With increasing EASA costs per man hour we cannot as an industry afford to pay for two regulators.	
34	Provide JCAO documents online in the same way as CAPs	Mar 12, 2012 4:14 PM
35	More transparent and clearer instructions. Less jargon	Mar 12, 2012 4:04 PM
36	1) Less red tape, it seems that more time consuming proposals are coming for aengts to administer. 2) Create a level playing field, i.e. everyone (airlines included) should have to fully protect customers who are sold a flight with a land component.	Mar 12, 2012 3:25 PM
37	Run more courses in the understanding of the CAA	Mar 12, 2012 3:05 PM
38	More consultation in an easy to respond format	Mar 12, 2012 2:35 PM
39	We are independent SME tour operators and our needs are different from the market as a whole. We tend to get lumped in with everyone else	Mar 12, 2012 12:35 PM
40	make auditing more user friendly and align standards so that we work to one level, way to much interpritation at present safety should be black and white.	Mar 12, 2012 12:13 PM
41	?don't know	Mar 12, 2012 11:53 AM
42	The CAA are only enacting government policy - we all have to accept that policy. Relationship between we, the regulated, and the CAA, enactors of the regulation, has been good to date.	Mar 12, 2012 11:44 AM
43	To understand nature of each ATOL holders bussiness	Mar 12, 2012 11:43 AM
44	At this point, I do not see any major improvements necessary	Mar 12, 2012 10:34 AM
45	Better communicate and increased information sharing	Mar 12, 2012 10:19 AM
46	The CAA needs to be given a statutory environmental duty - which would included addressing local as well as global environmental impacts. At present the CAA's only environmental focus relates to improving efficiency in relation to the use of airspace. Clearly this can reduce carbon emissions but the real driving force is fuel savings and reduced delays for airlines. It is disingenuous to portray this as environmentally driven.	Mar 12, 2012 10:15 AM
47	Be more flexible	Mar 12, 2012 9:59 AM
48	leave travel protection to a body that can protect every traveller, not just a minority as at present	Mar 12, 2012 9:52 AM
49	Build a better awareness with the general consumer on what the Atol is for, how it benefits them and why consumers should only book flights covered under the Atol scheme.	Mar 12, 2012 9:18 AM
50	Provision of formal Out-Of-Hours and/or extended day services when required for specific activities would be beneficial.	Mar 12, 2012 9:13 AM

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51	Ensure consistency of application between different regions. Ensure as far as possible that rules applied in different regions or by subsequent inspectors are consistent.	Mar 12, 2012 8:52 AM
52	Exactly what it has done. Survey interested parties, gather feedback and act upon it. Strong consideration should be given for interested parties to be part of the change planning and execution.	Mar 12, 2012 8:45 AM
53	My relationship relates to a very narrow band ie;; Dangerous Goods training and I am quite satisfied with my relationship with them	Mar 12, 2012 7:38 AM
54	more robust modern day internal processes and structure to reflect its objectives	Mar 12, 2012 7:18 AM
55	Reduce the diversity, hunting for new markets until they have the recourses to respond to the increase in work and also to reduce the financial burden of charges to the same as other national authorities throughout the EU.	Mar 12, 2012 6:46 AM
56	review fees for atol holders. inform and engage us more about proposed changes	Mar 11, 2012 9:31 PM
57	have dedicated account managers for ATOL holders. Produce e mail campaigns with updates on wider issues	Mar 11, 2012 8:15 PM
58	It needs to be more in touch with customer needs and operations at airports	Mar 11, 2012 7:04 PM
59	More face to face updates between NPHs and CAA outside of audit opening/closing meetings.	Mar 11, 2012 6:02 PM
60	Get out of europe back to the old system we developed by experience over at least 70 yrs. DUMP EUROPE!!!!	Mar 11, 2012 4:31 PM
61	Still too rigid in its views. needs to take advice before taking decisions, not afterwards	Mar 11, 2012 3:59 PM
62	Listen.	Mar 11, 2012 10:30 AM
63	CAA needs to be more nteractive with stakeholders.	Mar 11, 2012 5:11 AM
64	take the airlines point ofview with more aplomb, nd understand that we as airlines know our customers, the passenger, better than an airport.	Mar 11, 2012 1:01 AM
65	Perhaps a newsletter with CAA activities - was a bit confused by the recent launch of the flight plus - as it appeared to replace rather than supplement existing practices.	Mar 10, 2012 9:29 PM
66	You have got to stop burying your head in the sand on complicated issues, ignoring them does not make the problem disappear it only serves to frustrate. I have numerous examples in the last 12 months where you have not answered questions raised or given direction when requested because you didn't want to get off the fence. Your solution to this is not to be honest and say you don't want to have an opinion or give the requested advice but to keep stringing us along with the promise of an answer or guidance when you know full well that you aren't going to do it.	Mar 10, 2012 5:34 PM
67	Come and talk to outside world - would make time for them to visit the industry partners and see and feel first hand the task and objectives.	Mar 10, 2012 1:16 PM

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68	Constantly communicate with us	Mar 10, 2012 12:15 PM
69	I feel that when an airline rescinds on its contractual duty then the CAA should be the ones to take this on and fight the cause for the passenger/s and the Tour companies as the Airlines are impossible to seal with and also shy away from any reasonable responsibility when they provide a weak or bad service. We should have recourse through the CCA	Mar 10, 2012 12:13 PM
70	I think the smaller agencies such as mine should be asked to contribute more of what they would like to be done in the industry for them as it is not jut the big Thomsons an Thomas cooks of the world that is holding this airline and travel indusrty together it is all of us.	Mar 10, 2012 12:12 PM
71	Take a different approach to small tour operators who don't buy seats up front, have good cash flow, good management and don't take risks.	Mar 10, 2012 10:20 AM
72	shrink, take a hands off approach, let industry get on with it, issues clear instructions and step back	Mar 10, 2012 10:06 AM
73	Listen and respond to the views of the industry concerned. The CAA consults but does not react to industry and the consumer but goes its own way regardless of opposition.	Mar 10, 2012 10:03 AM
74	Improve communication - reduce bureaucracy - create a website which is much more user-friendly as the current one is incredibly frustrating	Mar 10, 2012 9:54 AM
75	Be more communicative about its role and objectives beyond ATOL but also expand on where it thinks ATOL and consumer protection is heading in the future	Mar 10, 2012 9:45 AM
76	more emails on informing the changes	Mar 10, 2012 9:31 AM
77	Talk to us !!!!!	Mar 10, 2012 12:51 AM
78	Understand what consumers really want and not be swayed by airline lobby.	Mar 9, 2012 11:26 PM
79	Email us with information regularly	Mar 9, 2012 9:00 PM
80	Better awareness of the realities of practice in the world outside aviation house.	Mar 9, 2012 8:30 PM
81	We set up a small Tour Operating business 18 months ago. It was impossible to get any information from anybody at all. I had to spend £100 a month to get a Consultant who was very helpful but too expensive when one starts in business and tries to make the most of their investment. When I asked if I could put my bonding requirements on hold for a year or so, as I was not sure it was worth for me maintaining my ATOL, but wanted to ensure that if flights picked up, I could start offering flights again, there was no discussion or negotiation possible: I either had to renew my ATOL or forget about it and if I want to apply for an ATOL again next year, I will have to start again with the £40,000 bonding. Back to the start after having maintained an ATOL for 2 years. Result: I am moving away from the T.O model as it is only the big guys who seem to be able to get all the help and information they need. The CAA is sadly not interested in establishing a dialogue with the little guys at the bottom who are trying to do their best for their customer and to offer the best possible customer service that many big guys are far from delivering from what we pick up from our new customers!	Mar 9, 2012 7:24 PM

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	So what you could do better is make some information available and set up a Department who can deal with start ups and little guys at the bottom. Many thanks for your consideration.	
82	OPERATE LIKE A BUSINESS	Mar 9, 2012 6:07 PM
83	Continue with regular updates, stakeholder meetings, proactive briefings when/if things go wrong and the consumer sector will be impacted.	Mar 9, 2012 5:38 PM
84	as a tour operator with relatively few ATOL covered clients, but with a high revenue amount per client, I would prefer to pay more per client but lower annual charges which I feel are disproportionate for a small operator.	Mar 9, 2012 5:23 PM
85	Try to understand the degree of red tape involved in undertaking its regulatory activities - and the costs of this - and try to minimise this...	Mar 9, 2012 5:22 PM
86	To be clearer about what it does and why.	Mar 9, 2012 5:21 PM
87	improve contact with stakeholders not make rules that are one rule fits all ... smaller stakeholders are treated with suspicion and bigger stakeholders are allowed to operate without the same restrictions	Mar 9, 2012 5:17 PM
88	Explain if credit card bookings receive the protection offered by an ATOL bond. Or if they are covered by their credit card.	Mar 9, 2012 5:08 PM
89	Can't think of much as I'm quite happy with what happens at present. However some of the regulations could be made simpler to understand by someone who is not as expert. It would also be useful if the CAA (or a similar organisation) could bond for ALL tour operators including those who do not use flights	Mar 9, 2012 5:02 PM
90	More updates through newsletters.	Mar 9, 2012 4:59 PM
91	Give more clarity, more quickly on the interpretation of regulations	Mar 9, 2012 4:56 PM
92	Clear and simple guidelines.	Mar 9, 2012 4:53 PM
93	Support British Airline better. To be allowed to regulate the lower quality Eastern European airline which are able to destroy British aviation with lower costs and below British standard operating procedures	Mar 9, 2012 4:51 PM
94	It needs to understand what really happens at airports - maybe it should relocate from Kingsway to Heathrow?	Mar 9, 2012 4:49 PM
95	better and more directed communication, better use of regional forums or briefing sessions on relevant topics ie. EASA IR's	Mar 9, 2012 4:45 PM
96	As a regulator the CAA should be independent and therefore the questions raises the issue of what relationships are valid for it to have with those it regulates? This is a very difficult question as Leveson has found out with Newspapers and its stakeholders!	Mar 9, 2012 4:39 PM
97	na	Mar 9, 2012 4:17 PM
98	I am very satisfied with our relationship with the CAA.	Mar 9, 2012 4:09 PM
99	1.) Stop fiddling about with systems which have worked satisfactorily for	Mar 9, 2012 4:00 PM



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	years. 2.) Do not change Airworthiness Requirements where no proven safety benefit exists. (Same as 1. really) 3.) Make reasonable fiscal charges for the work done. 4.) Encourage apprenticeships for engineers and recognise working experience instead of putting obstacles in the path of those wanting to enter the industry. 5.) Bring the costs of maintaining engineering approvals into line with the earning potential of the companies involved.	
100	Show a little more flexibility and understanding of the way we do business. Respond effectively and in a timely manner to ad hoc queries and requests for advice. Be an understanding and supportive regulator that demands respect and compliance.	Mar 9, 2012 3:52 PM
101	Make sure we are kept up to date with industry changes, not set unrealistic implementation dates	Mar 9, 2012 3:47 PM
102	communication	Mar 9, 2012 3:37 PM
103	More clear communication by using every day language	Mar 9, 2012 3:34 PM
104	I think they are doing just fine as they are	Mar 9, 2012 3:28 PM
105	The CAA appears to be increasingly inward looking and decreasingly pragmatic. It needs to recruit from a wider pool than it does (more Industry, less RAF) and spend more time really understanding the concerns of industry. It needs to take a more pragmatic approach because we are in danger of not seeing the safety wood for the bureaucratic trees.	Mar 9, 2012 3:21 PM
106	Regulate organisations that are currently the sole responsibility of the operator e.g. ground handling organisations.	Mar 9, 2012 3:19 PM
107	I would suggest that tour operators should be protected against airlines who sells Flight + Hotel. Airlines who sells hotels on their websites must be included in the ATOL bonding.	Mar 9, 2012 3:15 PM
108	Now days the design certification department of CAA appears to be too lightly manned to cover the work to be carried out. The result is that people can be out of the office for extended periods and it is therefore very difficult to make contact and get responses in a quick & efficient manner.	Mar 9, 2012 3:14 PM
109	1. Much stronger commitment to organisational efficiency 2. Increased commitment to reducing unnecessary burdens on industry eg less frequent audits for well managed companies; not interfering in competitive air transport markets; 3. Focusing more clearly on core formal statutory responsibilities eg economic and safety regulation rather than attempting to be a world leading aviation policy maker.	Mar 9, 2012 3:14 PM
110	N/A	Mar 9, 2012 3:14 PM
111	air line should have atol	Mar 9, 2012 3:12 PM
112	We - as a very small business - take only 4-10 clients abroad each year. Therefore the cost of operating with an ATOL licence is exceptionally expensive - almost to the point that is barely worth staying in business. We believe that for small specialist organisations such as ours ( ) that there should be another tier of payments. Eg less than 20 clients per year, the annual fee is half the cost of small ATOL	Mar 9, 2012 3:03 PM

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113	CAA needs to stop trying to jump to fast into new regulations and go back to good practices to improve safety. each time there is a safety event the CAA tries to introduce a whole new set of requirements to prevent it, but these events mainly occur due to simple bad practices with no need for the whole industry to invent a new training requirement etc. we need to go to much closer oversight of practices that are already in place.	Mar 9, 2012 3:03 PM
114	Our experience so far though limited has all been extremely positive so I could not suggest anything more in particular.	Mar 9, 2012 2:59 PM
115	Could try listening to industry and actually working with industry rather than dictating - the majority of consultation processes appear to be box ticking exercises to justify decisions that have already been made.	Mar 9, 2012 2:59 PM
116	As an airline owner in 23 years I have hardly met anyone from the CAA other than staff from the Safety Regulation Group, calling me a stakeholder in the circumstances seems inappropriate.	Mar 9, 2012 2:57 PM
117	People with CAA need to accept that the CAA needs a fundamental change of culture and reorganisation.	Mar 9, 2012 2:55 PM
118	The CAA should recognise that the license holder has more of a grasp of what the consumer wants than they probably do.	Mar 9, 2012 2:54 PM
119	Come out and talk more. It is often perceived, like so much of government, as requiring industry to come to the CAA when it should be the other way round.	Mar 9, 2012 2:51 PM
120	I imagine that Flights-plus is going to come about because the legislation is not robust enough to ensure that traders don't find loopholes so they can avoid being licensed to sell what the CAA believes to be a package. The government's dreaming if it thinks Flights Plus will plug all the loopholes. For consumer protection to be effective it has to be clear and understandable to all. It's not clear now, and it won't be after Flights-plus. The CAA itself is not in a position to insist on this clarity, since it's ultimately in thrall to politicians.	Mar 9, 2012 2:50 PM
121	Speed up, charge less.	Mar 9, 2012 2:49 PM
122	Combine Aerodrome and ATC audits where the Licensee and ANSP are the same company.	Mar 9, 2012 2:49 PM
123	Better communication of what it is doing on our behalf.	Mar 9, 2012 2:45 PM
124	Yes make itself more relevant to the small business ATOL holder; to me the CAA is just a government regulator, something we have to adhere to, to trade; I cannot see how it can help me.	Mar 9, 2012 2:45 PM
125	Do not penalise Small Businesses as all Failures have been big companies which CAA did not monitor. Airlines should have a Bond in case they go bust like excel.	Mar 9, 2012 2:43 PM
126	Everything is now more complicated for us as agents, whereas consumers can buy online and seem happy to take the risk. Make you think why bother but you need the Licence in order to operate.	Mar 9, 2012 2:40 PM
127	To listen to the passengers and stakeholders with the respect they deserve. Rather than listen and take dramatic action based on statements from	Mar 9, 2012 2:39 PM

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	unqualified, disgruntled ex employees.	
128	Be more open and instead of not giving advice, they should and they should be more open to questions which they can answer but don't because they are regulatory body. When I have asked a question to my surveyor about the impact of doing a certain thing, the answer was not clear and they were less inclined to help get a resolution.	Mar 9, 2012 2:39 PM
129	Get licensees more involved in policy making. Far to many "experts" are asked their opinions when in fact many of these people have never had the experience.	Mar 9, 2012 2:39 PM
130	Stakeholder login access to relevant CAA initiative / program portal would allow contribution/opinion and improve communication.	Mar 9, 2012 2:39 PM
131	Work alongside industry to enhance relationships instead of using regulations as either a 'stick to beat people with' or a reason not to engage with organisations needs. Take a greater part in promoting UK industry in a European 'level playing field' instead of consistently making UK organisations 'jump through the hoops' that other member states seem to ignore.	Mar 9, 2012 2:38 PM
132	Most of the problems of the CAA arise from EASA.	Mar 9, 2012 2:36 PM
133	I am happy with the level of support	Mar 9, 2012 2:36 PM
134	Stop acting like the school teacher and listen and learn. I fotr have much faith in the level of travel related experience in the departemnts. Most are civil servants and dont understand the workings of the industry they are meant to regulate.	Mar 9, 2012 2:36 PM
135	Get out of EASA and 'fly the flag' once again! and don't allow the Germans to ruin my industry.	Mar 9, 2012 2:35 PM
136	Be more pro-active and help promote the UK's aviation industry. The ban on helicopters operating to the Olympics is a classic issue where the CAA provided no assistance whatsoever. The CAA need to understand the commercial considerations of their policies and wishes.	Mar 9, 2012 2:35 PM
137	Better communication with its direct ATOL license holders to keep us informed of goals and objectives and how it will affect License holders especially.	Mar 9, 2012 2:34 PM
138	Understand that there is a huge difference between GA or recreational aviation and commercial aviation in both financial and administrative terms.	Mar 9, 2012 2:34 PM
139	Simplify the rules. Act on what industry tells them and don't hide behind EASA	Mar 9, 2012 2:30 PM
140	CAA sponsored safety and informative meetings once or twice a year	Mar 9, 2012 2:26 PM
141	Undertake to ensure a level playing field for all travel businesses by either bringing financial protection for ALL passengers or scrapping financial protection altogether. After all you can spend thousands of pounds on a piece of furniture but if the company fails before the item is delivered there's no redress but the cost of protecting a cheap flight can in some cases be more that the flight itself.	Mar 9, 2012 2:24 PM

**Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?**

142	We are at present coping with a vast increase in bureaucracy which has, if anything, reduced safety. Most of this comes from EASA and is not the CAA's fault but it is very serious. Some sectors of our business are being killed off completely, despite an excellent safety record.	Mar 9, 2012 2:24 PM
143	Listen to the needs of small businesses and remove growth barriers	Mar 9, 2012 2:23 PM
144	Acknowledge that the smaller AOC operators may need a different approach than the larger airlines. An example of this is the implementation of SMS. The CAA needs to pool reports and disseminate these to smaller operators to enable them to analyse risk.	Mar 9, 2012 2:22 PM
145	The fees charged to small maintenance organisations are too high	Mar 9, 2012 2:21 PM
146	nothing that springs to mind	Mar 9, 2012 2:21 PM
147	Try not to bow to pressure from commercial operators with louder voices and deeper pockets than GA	Mar 9, 2012 2:21 PM
148	more interaction	Mar 9, 2012 2:20 PM
149	Improve turnaround times on applications to reregister aircraft	Mar 9, 2012 2:20 PM
150	We are pleased with the relation we have with CAA. The support is always very good.	Mar 9, 2012 2:19 PM
151	Very little, I'm satisfied with the level of help I get	Mar 9, 2012 2:18 PM
152	Create a fairer playing field for all stakeholders. Big companies get away with it all, and its left to the smaller companies to sort out the mess.	Mar 9, 2012 2:17 PM
153	I understand they have to think of consumers, but they could also be fairer in their treatment of agents compared to airlines.	Mar 9, 2012 2:15 PM
154	Be more flexible	Mar 9, 2012 2:13 PM
155	We have a very good relationship with our CAA surveyor and others within the SRG group at Gatwick. Response times have varied with surveyor assignments but we have been extremely fortunate over the last few years and despite the 8 hour time change, response and accuracy are outstanding.	Mar 9, 2012 2:13 PM
156	Conflicts with ABTA increase confusion on the direction of regulation, the two companies working more closely & aligning best practice would help travel agents to conform more strictly.	Mar 9, 2012 2:13 PM
157	Nothing	Mar 9, 2012 2:13 PM
158	Sort out the FAA	Mar 9, 2012 2:13 PM
159	Understand the needs of business owners better. The whole ATOL process is run by unswerving ex-bank managers who haven't got a clue about running a business. It's like black governing white.	Mar 9, 2012 2:11 PM
160	Improve administrative systems and clarify contacts job descriptions	Mar 9, 2012 2:10 PM
161	Understand more the differences between large organisations and SME's	Mar 9, 2012 10:53 AM

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162	Less hiding behind the historic rule book and a better understanding of how the industry really works. Need more real experience of airlines and airports within the staff.	Mar 9, 2012 10:16 AM
163	Senior CAA people visiting airlines and looking at best practice - sometimes we are all 'tarred' with the same brush in communications which is very disheartening. They need to understand us as individual airlines. I feel this is understood at 'local' level through our FOI but not necessarily by senior people in the organisation. I also saw an instance recently where the CAA chair was incredibly 'by the book' when a significant issue was raised by industry and there was little flexibility in really trying to 'hear' what was being said. I don't think this reflected well on the organisation and made it appear very bureaucratic and out of touch or indeed unresponsive	Mar 7, 2012 12:23 PM
164	By keeping the supporting roll	Mar 6, 2012 4:21 PM
165	Get into the real world Ensure a level playing field Be a real customer champion	Mar 6, 2012 3:29 PM
166	We are happy that it does its best within the constraints of government legislation.	Mar 6, 2012 12:01 PM
167	Difficult to say. Maybe take a more holistic view to the environmental issue.	Mar 6, 2012 11:46 AM
168	More direct emails informing us of what the CAA is proposing/doing.	Mar 6, 2012 10:36 AM
169	Hold more seminars for Instructors.	Mar 6, 2012 8:19 AM
170	to continue with briefing notes	Mar 5, 2012 5:54 PM
171	Actually I am happy with the way things are at the moment.	Mar 5, 2012 3:45 PM
172	Better communication with each other and share more information with more channels.	Mar 5, 2012 1:49 PM
173	I think there is a perception that within the CAA silos' (tribes) still exist and as in any large organisation those tribal loyalties may produce directions of travel that could have a disproportionate amount of influence on an industry that requires a totally balanced view. I think it's more perception than reality	Mar 5, 2012 10:03 AM
174	Forge ahead with its internal change program ensuring the words spoken at the top reflect the actions of those in the field Continue to consider and introduce a smart risk focused outcome based regulation that meet an individual airport requirement and circumstance Detailed cost and revenue transparency to demonstrate value for money to industry	Mar 5, 2012 9:44 AM
175	Give us "some" value for our money. We are never consulted with regards to future change, never informed about changes, unless it is to trip us up because we have not complied.	Mar 4, 2012 9:20 AM
176	Make better use of technology to enhance administrative efficiency Medical regulators should work more closely with ANSP operators to understand new developments and how these may impact on the safety case and medical risk models, and be prepared to ask and not assume. At the individual level we have an excellent relationship but SRG medical do appear to be poorly resourced and tied up in administrative practices leading to inefficiencies.	Mar 3, 2012 3:47 PM

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177	Help us to get better representation within EASA	Mar 3, 2012 11:01 AM
178	Better and more sensible results required in the CAAs dealings with EASA.	Mar 3, 2012 10:36 AM
179	Reduce it's charges	Mar 3, 2012 10:30 AM
180	Find people that understand the consumer logic of buying and understand the different products, selling channels and travel agents needs requirements and selling conditions.	Mar 2, 2012 6:00 PM
181	Make sure that there is a level playing field. Small Tour Operators like ourselves have to conform to the ATOL regulations whereas non licensed operators (and big airlines) do not have the same restrictions. The fact that the levy went from £1 to £2.50 in a very short time is not fair on those who comply. After all these years the Public should be aware of the importance of ATOL but they seem not to be - flights and ATOL should go hand in hand.	Mar 2, 2012 3:38 PM
182	Please change the company address you hold for us. I have been asking for over a year and it still hasn't been done by all your departments meaning I still need to collect CAA mail from another business on the airfield.	Mar 2, 2012 2:36 PM
183	Nothing..	Mar 2, 2012 2:02 PM
184	CAA is based on Airline transport for regulation and does not appear to understand small light aircraft business and this section ie light aircraft maintenance for PPL and recreational flying is far to over regulated and burdensome	Mar 2, 2012 1:59 PM
185	keep lines of communication open	Mar 2, 2012 12:01 PM
186	to general a question to group the CAA together as a whole body, different departments have better or worse relationships. Often this is down to the individuals personality and character rather than the job or knowledge of the task performed.	Mar 2, 2012 11:58 AM
187	Show itself to be seeking to assist ATOL Holders with information and discussion rather than just be seen as a Government body holding the big stick.	Mar 2, 2012 10:17 AM
188	More communication (e-mail) on relevant issues that effect us and the way we have to conduct our business due to regulation changes or interpretation of regulations.	Mar 2, 2012 9:18 AM
189	understand and actually champion a level playing feild internationally irrespective of whether its difficult or barriers exist	Mar 1, 2012 8:17 PM
190	1. Resist poor regulation from EASA - Part M has been a massive step backwards from LAMS which had served the industry very well for 40 years 2. Ensure that EASA regulations are not uniquely and zealously applied to UK operators alone 3. Employ engineering surveyors who are respected engineers who know about the aircraft they survey 4. End fractional ownership of aircraft	Mar 1, 2012 3:57 PM
191	Better training in A & A. Stop charging a premium for accelerating applications and improve productivity and processes which deliver a reasonable result for all applicants. Start to deal with all avaiation sectors on an equal basis rather than the attitude of "this is how we do it for the large	Mar 1, 2012 2:34 PM



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	manufacturers so this is how you will do it"	
192	I feel good with the actual relationship	Mar 1, 2012 11:17 AM
193	- Modernisation of renewal processes - Have a better understanding of technical constraints and limitation faced by us as a Tour Operator when implementing changes e.g. we do not have a technical solution in place to meet the Flight+ reforms	Feb 29, 2012 3:44 PM
194	Become the body responsible for the financial protection of all consumers booking package holidays regardless of the method of transport and even without transport.	Feb 29, 2012 3:44 PM
195	Dont know. I am unlikely to need any additional contact at present	Feb 29, 2012 2:48 PM
196	Recognise that despite the 'regulatory aspect of their work' we are customers who pay vast fees for services not roadblocks. The CAA needs to undergo a sea change of cultural change that must happen throughout its entire organisation. There are a few green shoots of excellence in the organisation (like the DG group at LGW) who do the organisation a massive favour but the vast morasse of senior management are completely useless and the lower ranks take their cues from them ... a disgrace really	Feb 29, 2012 2:37 PM
197	Ensure representation, if only occasionally, at meetings of the Airport Consultative Committee	Feb 29, 2012 1:49 PM
198	Ensuring that stakeholders are protected, and having an effective deterrent for IPT. Carry on consulting with the industry about effectiveness of systems, and the evolution of the same.	Feb 29, 2012 1:39 PM
199	Better understanding at the CAA for what industry is trying to achieve Better communication through conversation as opposed to the continual stream of email alerts Communicating is normal language rather than legal speak	Feb 29, 2012 1:36 PM
200	Take a more pro-active role in tracking down illegal charters and removing the 'grey' area of charter. This would go a long way to addressing both safety concerns and removing the cheap and illegal area of the market. Creating a level playing field amongst the AOC holders in Business Aviation by ensuring that Flight Ops Inspectors are working to the same standards and enforcing the same regulations across all companies regardless of which Regional Office they work for.	Feb 29, 2012 1:15 PM
201	be competitive within Europe, or leave the EU. Price right, allow competition, i.e. Isle of man to compete legitimately for registration and commercial operations. spend less of our resources expensing staff to undertake over burdening audits with many people attending same. React when asked to support the operators who pay for a service, i.e. illegal commercial operations when flagged go ignored and unchallenged less bureaucracy	Feb 29, 2012 1:11 PM
202	Understand our business better and be more co-operative and proactive.	Feb 29, 2012 12:52 PM
203	More regular communication specific to the role. More access to the regional inspectors more regularly so that we can keep each other informed as to the improvements being made across both organisations.	Feb 29, 2012 12:36 PM
204	Reduce the impact of the effects of legislation intended for large aircraft on the private light aircraft user (none commercial)	Feb 29, 2012 10:19 AM

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| 205 | Recruit more surveyors   | Feb 29, 2012 9:42 AM |
| 206 | Stop introducing more layers of complexity to the rules at the bottom of the aviation sector, some of which from the outside look like they only provide stats, like SMS and others. These levels of systems do nothing to reduce accidents, introducing complexity to help doesn't work at the lower levels where margins are low in the first place. Aviation below 20 seats will be killed off, or perhaps that's the plan, keep your airline plans for the airlines, having to employ people just to meet imposed unrealistic systems is a joke, this stops money being used for tooling and training.   | Feb 29, 2012 8:57 AM |
| 207 | In my opinion the CAA are only concerned with replenishing the air travel fund. Consumers of other travel products (ie flights with accommodation) are not covered at all. Surely all consumers of travel should be equally protected no matter how they book or pay.  | Feb 28, 2012 4:43 PM |
| 208 | Communicate. At this moment I can't remember the name of the chairman of CAA, let alone know what his opinions are.  | Feb 28, 2012 4:40 PM |
| 209 | Adopt a default position that regulation is a last resort, ie only apply regulation to our sector where the level of risk requires it. That regulation should be proportional. Ensure that CAA staff are aware of recreational aviation needs and the fundamental differences in approach required re application of regulation to that sector where the employees previous experience has been predominantly CAT or military.   | Feb 28, 2012 4:11 PM |
| 210 | - reduce charges for small business ATOL licence holders - the fee for registration has increased way above the rate of inflation in the last few years - Work towards a solution that makes obtaining merchant facilities easier for small businesses. Currently, merchant service providers apply unworkable conditions on small travel businesses simply because they know that if a business goes bankrupt, the CAA will refer the client to their credit card provider (if they paid by credit card) as a first hand stance rather than agreeing to pay out under the ATOL licencing scheme. The Trading Standards Officers I have spoken to about this find this highly unethical. - If you are going to have a protection scheme, it needs to be understood by the public. Joe Bloggs on the street would not know the difference between an ATOL licence, ABTA, IATA or any other symbol. Simplification is needed. - Do away with the ATOL scheme and introduce an insurance scheme that provides cover whether there are flights or not. | Feb 28, 2012 3:52 PM |
| 211 | More of trust how we trade, market conditions is not good should be taken into the consideration. More flexible approach needed from them. They shouldn't penalise the company after others gone bust.   | Feb 28, 2012 3:37 PM |
| 212 | Appoint a dedicated Account Manager to each agent who can proactively assist. Utilise clearer and much simpler instructions and consistent terms. Remove petty and unnecessary interference - or at least try and help agents who may struggle with the complex reporting you require. We all want to protect the customer, but many questions seem ambiguous and I think many agents just cannot grasp what is required. Equally I think the CAA struggle to understand what actually happens in practice with customers. Why cannot you protect the agent as well as the end customer? Expecting an agent to carry the level of risk you require for the minimal income they receive is totally out of kilter. Produce an agents guide - written by an agent with worked examples.   | Feb 28, 2012 3:31 PM |



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| 213 | Make reporting more straightforward, and the paperwork less confusing   | Feb 28, 2012 3:23 PM  |
| 214 | Devise an effective communication and availability strategy for FOIs, currently it appears dysfunctional at best. FOIs must begin to adhere to a corporate strategy as there is far too much individualism amongst them leading to confusion and frustration for operators. Please listen to what we have to say rather than focusing and regulating on various and inconsistent 'idea of the year' principles. | Feb 28, 2012 2:09 PM  |
| 215 | If you must monitor/regulate the industry do so across the board. you seem to monitor/regulate those tht voluntarily apply for ATOL licences. Those compnaies that avoid contact with the CAA altogether are never targeted or provented from operating. Be fair, be vigilant and help teh industry to acquire a bettr reputation.  | Feb 28, 2012 1:52 PM  |
| 216 | [REDACTED] recognises that historic environment issues may be on the periphery of CAAs interests, however we would welcome increased recognition that "environment" should be defined to include the historic environment.  | Feb 28, 2012 1:19 PM  |
| 217 | Just make the ATOL simple - the new reforms seem to be adding more red tape when David Cameron came into power with a prmoise of less red tape!   | Feb 28, 2012 12:53 PM |
| 218 | keep things simple especially for small business so they can understand what is expected of each other and improve the industry   | Feb 28, 2012 12:31 PM |
| 219 | Be more proactive on issues that surround ATOL Regulation Infringements including better and speedier investigation and a willingness to take legal action when necessary.  | Feb 28, 2012 12:28 PM |
| 220 | Better briefings, better organisation and better clarity as to what it is trying to achieve   | Feb 28, 2012 10:51 AM |
| 221 | More contact between senior management of CAA and the airlines  | Feb 28, 2012 10:49 AM |
| 222 | communicate earlier or give longer to comply  | Feb 28, 2012 10:45 AM |
| 223 | Get government to change/simplify the airport regualtory structure.   | Feb 28, 2012 9:54 AM  |
| 224 | Improve access to experts within A&A in order to allow stakeholders access to test their undersanding of regualtions and approach to projects. With ongoing changes, provide a mechansim for stakeholders to pass back practical comments/rasies issues from implementing new or revised rule changes/interpretation. We are the ones having to work with the changes and identify the issues first hand.       | Feb 28, 2012 9:18 AM  |
| 225 | Improve accessibility of Inspectors, and have sufficient resources to deal with requests etc from customers. the number of staff at CAA has been reduced dramatically over the last few years and this is not helping matters.  | Feb 28, 2012 9:13 AM  |
| 226 | Answer letters and progress actions within my working lifetime. Demonstrate subject knowledge and competence commensurate with CAA charge-out rates. Scale back mindless 'tick box' auditing and replace with proficient staff empowered to make decisions. Take meaningful note of 'consultations' (which take a lot of industry and CAA effort) rather than ignore.   | Feb 27, 2012 9:18 PM  |
| 227 | Across the industry there are many differing views about how UK aviation  | Feb 27, 2012 9:01 PM  |

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	needs to develop, which creates an opportunity for the CAA to take a leading role and help build consensus. Airlines compete with airlines and airports compete with airports, airlines often see airports as monopolistic landlords and airports often wish airlines would fly to other destinations - in other words this is a minefield! However, it may be a minefield that the CAA is uniquely placed to navigate a path through by assuming a real leadership role rather than trying to facilitate the industry finding its own path.	
228	Regulate to ensure a level field for all of its stakeholders Respond to requests for action more promptly from industry Provide an accountability route for its stakeholders	Feb 27, 2012 8:27 PM
229	As I am a small player the CAA does not recognise this and would appear to cater only for the big players when it comes to the yearly charges. example: the CAA have reductions due to low turn over, however the bar is set way to high for an organisation like mine and there is no appeal process.	Feb 27, 2012 8:23 PM
230	Continue to consult with regional airports; understand the balance of power between regional airports and their customers (airlines); understand the potential beaurocracy/cost burdens that over-regulation can have, especially on regional airports who are unable to pass on such costs to their customers	Feb 27, 2012 5:49 PM
231	It would be handy to get updates from ATOL? Maybe you send them but I am not on your mail list. But I have not felt compelled to look for a email sign up. I am keen for my customers to feel safe booking with us. More advertisiing to the consumer about booking their trip in aprts would be good as we often fix issues like this when customers try and save a few pounds. They just dont understand how the ATOL process works.	Feb 27, 2012 5:28 PM
232	Workshops/ face to face contact, forums to encourage sharing of best practice.	Feb 27, 2012 5:25 PM
233	Listen to our concerns and offer practical advice based upon knowledge sharing within industry.	Feb 27, 2012 5:05 PM
234	Try not to trip us up with jargon and appreciate that business agents present no risk to consumers.	Feb 27, 2012 4:50 PM
235	communicate its objectives via multiple channels, ie publication on a website is one channel but doesn't necessarily ensure communication and comprehension of your objectives. Articulation of current state and future state of objectives to be able to determine progress is being made	Feb 27, 2012 4:43 PM
236	Develop a fairer charging system. I am charged for each medical I load on the CAA database. In other words I am charged for doing their job. The charge for my partner in my Practice and myself is approximately £20,000 per year. Extortionate!	Feb 27, 2012 4:16 PM
237	Support importance of a Hub to UK economy. Develop greater clarity on CAA regulatory philosophy and CAA's role in policy making and regulation. Recognise the importance of being an objective neutral regulator. Get more engaged before using press and media to pursue CAA agenda. Get more 'hands on' and spend more time on airport to understand operations, capital programmes and service delivery issues.	Feb 27, 2012 3:27 PM
238	Would not know really as in this section we only really do the monthly Apc REPORTS and when we have needed assistance we have been looked after	Feb 27, 2012 3:15 PM

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	by the staff there.	
239	OK as it is for us	Feb 27, 2012 3:15 PM
240	Put less obstacles in the way; Avoid applying a "one size fits all" approach	Feb 27, 2012 3:13 PM
241	Ensure that organisations that 'sail close to the wind' in terms of safety, quality or effective budgeting are audited as rigorously as those like mine that hide nothing and strive to achieve the highest of standards. We all know that there are some 'sharks' out there but even when presented with compelling evidence the CAA appear unwilling to act upon it	Feb 27, 2012 2:56 PM
242	For A/C below 5700 kgs, accept the fact that the person which the CAA has examined and considered fit to hold a Maintenance engineers licence, probably knows more about the A/C than they do.	Feb 27, 2012 2:51 PM
243	Reduce bureaucracy and costs	Feb 27, 2012 2:34 PM
244	Find more effective methods of communicating with staff and organisations which don't have their business based in London. A lot of smaller approved organisations are based away from the South East of England and the only formal contact with the CAA is through their surveyor. Regular regional open access seminars and briefings would prove to be beneficial.	Feb 27, 2012 2:22 PM
245	Communicate more effectively	Feb 27, 2012 2:10 PM
246	Better understand the priorities of airlines to help shape the CAA's priorities.	Feb 27, 2012 2:07 PM
247	Lower costs. Make sure that if we have the regulations, anybody who sells package tours without an ATOL is made aware that they have broke the law. Most consumers we come across are indifferent to the term ATOL, whats that? they say.	Feb 27, 2012 2:07 PM
248	Ask and listen	Feb 27, 2012 2:05 PM
249	Perhaps come to visit us to discuss our needs	Feb 27, 2012 1:59 PM
250	stand up for british aviation. Instead of being a campain against aviation.	Feb 27, 2012 1:59 PM
251	Take more ownership of issues put to the CAA by operators. I have raised issues with the saftey regulation department (regional offices) regarding regulations and to seek assistance with such issues, yet it always seems that it is up to the operator to pursue these unsupported. Furthermore, there seems to be a huge issue with consistency between different regional offices and indeed individual CAA Surveyors on interpretation of EASA regulations and how they should be implemented. A good example of this is whether or not a CAT operator can make changes to its approved maintenance programme based purely on aircraft/component manufacturer's MPD/MRB amendments. Some surveyors allow this and some do not. Ours does not, and personally I agree with that view, however I am well aware of other UK operators who work with different surveyors who are able to incorporate MRB/MPD revisions (including task escalations) into their maintenance programmes, yet the CAA does not seem to monitor and police these inconsistencies to ensure a fair and level playing field. It could even be argued that such inconsistencies are giving some operators an unfair competitive advantage.	Feb 27, 2012 1:31 PM

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252	Communicate more efficiently. E-mails regularly go unanswered. When you call you never get to speak to the same person twice etc.etc.	Feb 27, 2012 1:26 PM
253	In the case of airworthiness, the response times to non standard enquiries needs to be dramatically improved and the case needs to be pro actively led by the case handler. In the case of training approvals and support, there needs to be better communication of CAA policy and interpretation of the regulations, and the department needs to be better resourced. Whilst the level of expertise is exemplary the Inspectors seem to be grossly overloaded. I can't believe that I am writing this but the fees for these services are possibly too low for the work involved. Similar comment can be made of the flight operations department, however this seems more difficult for the CAA to justify given the huge charges levied for regulatory oversight. In this case the fees are ridiculously high for small operators.	Feb 27, 2012 1:16 PM
254	Reduce regulatory costs	Feb 27, 2012 1:09 PM
255	Airworthiness Surveyor Consistency	Feb 27, 2012 12:57 PM
256	Difficult to say at this stage	Feb 27, 2012 12:53 PM
257	Have a better understanding of the requirements of operators	Feb 27, 2012 12:52 PM
258	Improve speed and clarity of response	Feb 27, 2012 12:52 PM
259	cover ALL flight bookings	Feb 27, 2012 12:36 PM
260	continue to listen to all of its customers and work with them	Feb 27, 2012 12:23 PM
261	Either 1) Give up regulation of with flight packages to Trading Standards to allow all packages to be regulated by one body and one set of rules. Or 2) Take away regulation of non-flight packages from Trading Standards for same reason. AND bond airline flight only tickets - but I think that was banned under the Geneva Convention along with mustard gas!	Feb 27, 2012 12:16 PM
262	more info and less red tape	Feb 27, 2012 12:12 PM
263	Stop gold plating!	Feb 27, 2012 12:06 PM
264	Though we are a very small operator, I think the paperwork could be simplified for renewal of licence. However, I have always been able to speak to somebody with any queries or issues which cannot always be said for large organisations.	Feb 27, 2012 12:06 PM
265	Increase level of activity arising from MOR's and communication of outcomes of that activity.	Feb 27, 2012 12:05 PM
266	Advertise ATOL more to strengthen consumer awareness	Feb 27, 2012 12:02 PM
267	Reduce the APC charge, as it is now more than double the old Insurance bond system. It could do this by charging the scheduled & low cost airlines APC as well.	Feb 27, 2012 11:50 AM
268	Continue to liaise with the stakeholders as they currently do.	Feb 27, 2012 11:38 AM
269	Works very well for us	Feb 27, 2012 11:28 AM

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270	START LISTENING TO SOMEONE OTHER THAN BIG AIRLINES	Feb 27, 2012 11:02 AM
271	Treat the travel industry as a partner. Small example we have to pay fees to CAA but they will neither issue an invoice for these fees nor a receipt yet we are expected to have audited accounts	Feb 27, 2012 11:02 AM
272	Communication is always polite but I seem to have contact with several different departments. One point of contact - or even a log in 'portal' where I can see what information is due (my team mainly provide economic information at regular points) and when would be better than emailed requests, which get lost or overlooked occasionally	Feb 27, 2012 10:57 AM
273	From an engineering point I feel that the CAA are quick to try and implement EASA requirements ahead of other member states sometimes at the detriment of industry in the UK	Feb 27, 2012 10:53 AM
274	I am happy with the set up for 'small business' ATOL holders but they should be protected from the fall out of default by huge Travel Firms. More effort should be made to ensure all Companies abide by the rules and the proposed 24 hour gap between booking two elements of a 'package' is not going to work - the period should be 30 days if ATOL protection is to be given.	Feb 27, 2012 10:52 AM
275	Keep the regional offices open and available to support business in their areas.	Feb 27, 2012 10:52 AM
276	I would like to see them being a little more pragmatic and flexible in their approach to real issues within the industry and not stick rigidly to regulations, there are always different ways to approach issues.	Feb 27, 2012 10:47 AM
277	There is a good flow of information by email (and, formerly, by post). Practically, that may be the best route. In the early days of holding an ATOL I felt I knew the staff a little (or they knew of me) when I phoned: now, I cannot say that's true, which is an almost inevitable function of size - the number of SBAs. It's also bound to be the case that much of the effort goes into solving problems, which isn't going to be an SBA with a routine renewal, and I am comfortable with that. Perhaps there's scope for more informal consultation on occasions: picking up the phone to a proportion of ATOL holders? And asking how could the CAA could make its rules and processes better?	Feb 27, 2012 10:44 AM
278	Be inclusive of all areas of aviation in respect to ATOL rather than just firefight and put the full cost and action of responsibility on those who want transparency and consumer protection - rather sharing the costs and responsibility with those who actually provide the service - eg the airlines themselves.	Feb 27, 2012 10:40 AM
279	More clear and direct information	Feb 27, 2012 10:38 AM
280	Two things: - Make every carrier ensure that passengers have insurance that will get them home. Make the small ATOL annual return simple and quick to complete, and make the Directors financially liable for any irregularity and do away with audits. IE April licence, passengers carried Jan to Dec, copy of last published annual accounts. If more than one year old a projection for the next year and finally a statement that the company is financially sound and intends to continue trading.	Feb 27, 2012 10:29 AM

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281	Spend more time and resources tackling unregulated operators.	Feb 27, 2012 10:26 AM
282	Atol agents already have their bonds and take payments for individual passengers. The new flight plus bookings does not make sense as our clients should already be covered. this actually makes it less effective for us as we are put in a position where we could be out of pocket for some one else's failure (we have to replace holiday). Also we should be informed if an airline is deemed 'unstable' giving us the choice not to use them. All bookings should be covered not just joe blogs - all business bookings too. We expect the CAA to fight our corner not just the consumers, we are a service industry therefore we want to give excellent service and not be penalised for our efforts. I do not feel this is happening at them moment, they are blaming us instead of helping us. More regional meetings to discuss matters that come up before writing bills to the government, talking does work.	Feb 27, 2012 10:25 AM
283	stop being so beuarocratic especially in its requirement for so many forms	Feb 27, 2012 10:24 AM
284	Improve communication on CAA core activities, initiatives and drives to its stakeholders, along with progress and impact post implementation. Be more GA friendly, there is a vast difference between Airline / Charter operations and simple flying club (including instruction) operations	Feb 27, 2012 10:23 AM
285	believe that the current approaches and engagements work	Feb 27, 2012 10:19 AM
286	do its job with as light a touch as possible	Feb 27, 2012 10:13 AM
287	The CAA need to stop trying to be a profit making organisation, it is not and can never be one. The main function is safety regulation not making money. The constant rounds of reorganisation and closing of regional offices is negligent and short sighted	Feb 27, 2012 10:10 AM
288	Be more flexible in approach regarding ATOL licensing of small business, relying less on clunky protocols.	Feb 27, 2012 10:09 AM
289	Don't know.	Feb 27, 2012 10:00 AM
290	Improve the standardisation between Area Offices. Review charges Improve the availability of the allocated Airworthiness Surveyors.	Feb 27, 2012 10:00 AM
291	Nothing, the CAA staff understand the needs of the industry but are powerless to do anything about it.	Feb 27, 2012 9:59 AM
292	Not very much. The CAA is tied by legislation.	Feb 27, 2012 9:56 AM
293	Embrace the European system (EASA) and only add to the regulatory burden where necessary. Keep fees and charges in line with the EASA principals and other European authorities. Seprate the comercial activities from the regulatory actions (CAAI)	Feb 27, 2012 9:55 AM
294	Does the CAA rely on meetings with organisations such as AOPA to obtain feedback from industry? If so, I believe these organisations do not represent all those involved in aviation and more direct contact should be made with stakeholders.	Feb 27, 2012 9:45 AM
295	I think surveys like this are a good start and I appreciate that regular emails are now sent out advisign of possible regulatory changes but I wonder	Feb 27, 2012 9:40 AM



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	whether some sort of advisory board made up of 'smaller' stakeholders/consumers might help. I also question whether a self-financing body should have regulatory powers: surely, by definition, this can create conflicts of interest?	
296	Pursue non-compliant companies that do not adhere to the regulations and prosecute them	Feb 27, 2012 9:37 AM
297	Bracket us in our own type of ATOL. I.E. Incentive travel companies	Feb 27, 2012 9:36 AM
298	More regular communications aimed at SME's	Feb 27, 2012 9:31 AM
299	Step back from micro-management of training methodology.	Feb 27, 2012 9:19 AM
300	More face to face meetings	Feb 27, 2012 9:10 AM
301	regular face to face contact	Feb 27, 2012 9:04 AM
302	more frequent communications	Feb 27, 2012 9:02 AM
303	n/a	Feb 27, 2012 9:01 AM
304	The engineer licensing system within the EU is not a level playing field. Some authorities treat the regulations with scant regard. The CAA enthusiastically interprets the regulations to the last comma and full stop. As such they are perceived as an organisation more concerned with preventing aviation rather than encouraging it.	Feb 27, 2012 8:57 AM
305	We constantly get asked by customers as a tour operator why do we not have ABTA? The CAA could do more to educate the general public that an ATOL licence is in every way all that is required for their financial security.	Feb 27, 2012 8:56 AM
306	Respond to applications in a timely manner Listen to feedback and concerns Start working together - it seems that each part of the CAA is pulling in a different direction and even departments within divisions (e.g. within SRG) are pulling in different directions - no joined up approach to new initiatives	Feb 27, 2012 8:54 AM
307	Calibre of staff needs to improve as credibility is waning. From a financial perspective, charges are what they are, however, what is important is the perceived value each business receives as a consequence.	Feb 27, 2012 8:52 AM
308	Relatively happy with recent progression. CAA appears more pragmatic and communicative of late.	Feb 27, 2012 8:46 AM
309	Less filling in forms and more practical advice in a manner that can be understood and implemented	Feb 27, 2012 8:28 AM
310	MAke sure the information flow from Gatwick to the end user is better. especially as there are less regional offices to pass the information on.	Feb 27, 2012 8:21 AM
311	Adequately resource oversight of larger organisations who are paying the greater fees. Support British owner aviation organisations or at least not disadvantage them against foreign owner organisations. Don't lose sight of the main objectives by getting too focused on procedures and dotting "I"s and crossing "T"s. In aircraft maintenance I mean by that the main objective is safe aircraft passing out through hangar doors.	Feb 27, 2012 8:16 AM

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312	They could occasionally talk to us!	Feb 26, 2012 11:48 PM
313	I believe we have a good relationship with the CAA already.	Feb 26, 2012 5:54 PM
314	m satisfied with present relationship	Feb 26, 2012 4:28 PM
315	Reduce costs	Feb 26, 2012 2:59 PM
316	Streamline the reporting and renewal processes. Continue to communicate changes and potential changes.	Feb 26, 2012 1:46 PM
317	The recent seminar held for trainers was of great value and I would like to see this on a yearly basis.	Feb 26, 2012 1:20 PM
318	Listen and offer clear and complete solutions. At the moment all we see is incomplete work, with many unanswered questions which do not help the supplier or the consumer.	Feb 26, 2012 12:30 PM
319	More opportunity of consultants such as myself to interact and share knowledge and experience of the industry	Feb 26, 2012 11:48 AM
320	more transparency on costs, there is a recession, GA business is on its knees, CAA charges increase every year, contrast this with the Government initiative on small business rates which were halved this year and last. Also there is a naive view as to the turnover levels of small maintenance organisations, there need to be a lower turnover level and proportionately reduced costs	Feb 26, 2012 10:46 AM
321	Employ staff, with REAL knowledge, REAL experience and REAL credibility with industry, instead of promoted, time-serving clerks, ex Service personnel (who have not a shred of commercial understanding) and very senior staff simply moved around CAA to prevent them being made redundant. In industry, if a post disappears so does the staff member and the attendant cost. Why is the CAA so special?	Feb 26, 2012 10:17 AM
322	It seems OK i am satisfied enough ...ie i meet your rules and you give us a licence to trade ...	Feb 26, 2012 6:31 AM
323	NIL	Feb 26, 2012 6:30 AM
324	have more effective communication channels other than issuing circulars such as seminars and open forums.	Feb 26, 2012 5:24 AM
325	Review its scope. Was the scheme really intended to cover packages with flights in other countries or only flights originating in the UK? There is a lot of confusion out there - and in the meantime this makes it hard for those who comply to compete	Feb 26, 2012 1:07 AM
326	Keep all dialogue channels open, participate in some industry related fora as observers and address some of our concerns	Feb 25, 2012 9:27 PM
327	it is hard to see what the CAA can do to improve relationships, their hands are being tied by eurocrats imposing unnecessary regulation. The Air Navigation Order and BCAR's has served well and entirely adequately for 100 years. will EASA do any better?	Feb 25, 2012 8:03 PM
328	More regular and open fora to discuss issues with all stakeholders.	Feb 25, 2012 7:56 PM



Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

329	Not to threaten with legal action when pointing out someone is very slow in responding	Feb 25, 2012 7:16 PM
330	The link (website and in general) with EASA needs to be easier to navigate - it's difficult to find out information about what's changing, when and how it will impact my organisation. Pricing transparency needs to be better - it's very hard to understand some of the charges for simple administrative items. There should be greater use of technology, e.g. computerised testing as the FAA has done for years, more solutions like Touch it Once etc	Feb 25, 2012 4:53 PM
331	Over regulation is killing general aviation in the uk.	Feb 25, 2012 3:15 PM
332	Continue improving. Increase the honesty with respect what it tells us about the external pressures that it faces	Feb 25, 2012 2:25 PM
333	Act more pro-actively to not only understand the issues of the industry but work with the industry to achieve a common goal rather than act purely as the regulator.	Feb 25, 2012 12:53 PM
334	LIKE I MENTION CAA NOT CLEAR WHEN THEY BRING ANY NEW RULES IT IS VERY DIFICULT TO UNDERSTANT AND THEY ARE NOT CLEAR AT ALL WHAT THEY MENTION AND SHOLD BE SIMPLE AND THEY SHOUD MAKE OUR LIFE MORE EASY BUT THEY GO AROUND TO EXPLAIN AND DOES NOT MAKE ANY SENCE	Feb 25, 2012 12:48 PM
335	Make ATOL protection much more widespread so that all travel arrangements are covered / protected.	Feb 25, 2012 11:34 AM
336	re-examine the (in)famous ICAO "balanced approach" and consider whether the enthusiasm for expansion is properly balanced by recognition of all of its environmental and economic disbenefits.	Feb 25, 2012 10:50 AM
337	Need more information on the CAA goal for each year	Feb 25, 2012 10:33 AM
338	1) Regulate all air travel providers to pay the ATOL passenger protection charge. 2) Bring to account small operators who provide airport transfers to flying clients and insist there is ATOL protection charge being levied somewhere probably as in 1) above	Feb 25, 2012 10:16 AM
339	The CAA should employ people with a relevant aviation background who understand the effect the CAA has on industry. Once upon a time it did this, in recent years they have employed managers who are working in an area where they have no knowledge whatsoever. Consequently they have no respect in Industry. This has rapidly accelerated during the last 5 years.	Feb 25, 2012 10:03 AM
340	Through the DfT and directly to represent our views in relation to EU legislation	Feb 25, 2012 9:31 AM
341	The question is so ambiguous that it doesn't really matter as the CAA will continue to do what it feels. I'm not a stakeholder I am customer that has to use CAA as there isn't anyone else. I certainly don't feel like a customer and am not treated like a customer!	Feb 25, 2012 9:17 AM
342	make navigation through the website more simple, esp on consumer related issues	Feb 25, 2012 9:03 AM
343	I am a part M with subparts f, g & i. I believe that the annual fee's for these	Feb 25, 2012 8:36 AM

Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

	approvals are high, the costs of maintaining a technical library plus the CAA fee's make it difficult to promote business, this is driving away general aviation traffic (Those that fly for personal reasons rather than commercial reasons) I am of the opinion that the closing of regional offices may have a detrimental effect on airworthiness as I believe it is placing a greater responsibility on the industry. The CAA and industry have the same aims BUT WITH DIFFERENT STARTING POINTS and I have always welcomed the CAA involvement as an independent audit tool.	
344	A greater focus on the impact to small business of heightened regulation and a greater balance between regulation applied to the travel industry and the airline industry. The CAA must become less political and more practical in solutions for small business. It is unfair that small start up travel companies for four years have to both bond and pay APC when large established travel entities only pay APC. This is anti-business and anti-competitive and should be stopped. Small businesses cannot obtain bonds simply because of the licensing structure implemented by the CAA in 2008. This is stifling innovation and new business.	Feb 25, 2012 7:44 AM
345	na	Feb 25, 2012 6:49 AM
346	More understanding The type of business we offer and not class everyone in the same category There are some businesses that operate more high risk business than others	Feb 25, 2012 6:23 AM
347	Take a more overtly consumer-oriented approach in public. Consumers by their very nature are individuals, diverse in their views, and often poorly informed. In contrast, the airline and airport industries are powerful and effective lobbyists. The CAA should do better in evening up the balance of advantage, as consumers need to be confident that their interests are not swamped by the industry.	Feb 25, 2012 6:09 AM
348	Ensure consumers are continually made aware of the consumers need to book with ATOL licensed operators. Feel that the larger companies are allowed to operate without much bonding even if they are not financially stable. Not enough is done to check on non ATOL holders who are incorrectly taking payment and selling holidays that should be ATOL protected.	Feb 25, 2012 2:05 AM
349	be less bureaucratic	Feb 25, 2012 12:06 AM
350	Educate the consumer advertise about consumer protection and put a stop to teletext and there power and control on this industry	Feb 24, 2012 9:38 PM
351	discuss the problem with us	Feb 24, 2012 9:31 PM
352	Try to develop a better understanding of sporting and recreational aviation, particularly the 'bottom end' of the sector, i.e. for the people who are doing this as a recreation or sport, and not able to spend much money on it, i.e. annual spend in the hundreds, rather than thousands of pounds. Then listen to what we are saying and work with us to see how those people might be accommodated.	Feb 24, 2012 9:16 PM
353	To try and understand what it is like to run a small tour operation.	Feb 24, 2012 8:50 PM
354	Better communication and readiness to offer advice	Feb 24, 2012 8:34 PM

Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

355	Continue regular dialogue with representative organisations, impliment suggested changes when possible and explain when such changes are not possible.	Feb 24, 2012 8:31 PM
356	Make everything more streamlined, more online filing, simpler systems to follow. Issuing a certificate to every customer is going to be extremely time consuming for everybody. When we already hold a licence why on earth do we need to do this as well?	Feb 24, 2012 8:14 PM
357	Listen to the concerns of the membership. Be more flexible.	Feb 24, 2012 8:11 PM
358	Responses to consultations would be useful. Hours of consideration and documentation are put in and when decisions are made and none of opinions featured it is difficult to know if they have even been looked at - therefore creates apathy amongts all concerned to not bother which is a very unhealthy circle. perhaps a forum would be good to discuss and present	Feb 24, 2012 7:35 PM
359	We are very happy with the service we get and you always seem to find ways of improving it	Feb 24, 2012 7:20 PM
360	Make it easier to report by linking ATOL holders reporting periods to thier financial year. Its ridiculous asking for turnover for financial year then Licence year then split into licensable turnover and non licensable turnover. We also have to keep too many records for APC such as date booked/date departed, it all needs simplifying	Feb 24, 2012 7:19 PM
361	look after agents , because e conomic down turn, if they make difficult some company will closed down their business. thanks	Feb 24, 2012 7:04 PM
362	I think the new Consumer Protection Model is starting well in that it is engaging and listening to airlines views and ideas on consumer regulations as well as passengers and regulators. this broadens the scope and debate and I hope it continues.	Feb 24, 2012 7:02 PM
363	Listen a little more to the people who have to explain and pass on the rules, and bills	Feb 24, 2012 6:17 PM
364	In general the civil aviation community are very professional and the Uk has a great safety record. The CAA needs to ensure that this is maintained. Both the CAA and business are under strict budget restraints but the amount of work seems to increase all the time, mainly thanks to EASA.	Feb 24, 2012 6:17 PM
365	The CAA acts like it was a government group in the 17th Century. It has failed to adapt to the 21st Century, and the needs of people and companies. I feel it has no idea or interest in the issues that affect how small aviation industry groups try to comply with the CAA idea of aviation regulation.	Feb 24, 2012 6:16 PM
366	A lost cause..	Feb 24, 2012 6:14 PM
367	Put back the technically competent decision makers at the front-line interface with industry stakeholders. (There was a time when we could get a rapid decision or ruling on a circumstance or issue by simple communication with the frontline head. Now we appear to face a stultifying array of faceless clerks & agents or surveyors who have to seek advice and will "get-back" at some time in the future with a "maybe" or some gobbledegook "euro-speak". When we approach the Authority with a query or issue, we have a right to expect rapid & erudite solutions or advice. You are the Competent Authority	Feb 24, 2012 6:04 PM

Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

	and expected to be omnipotent - don't hide your Captains in some internal political miasma - stick them in the front row region with the industry you both serve & REGULATE.	
368	I am happy with our relationship	Feb 24, 2012 5:56 PM
369	speak to smaller travel agents and just not the large ones / trade bodies	Feb 24, 2012 5:52 PM
370	More communication, better understanding.	Feb 24, 2012 5:50 PM
371	Understand we are trying to run a business and not take forever and a day to respond to the most basic issues. Also stop employing "blue sky" consultants to reinvent the wheel at great cost.	Feb 24, 2012 5:47 PM
372	Return bonding to the private sector	Feb 24, 2012 5:46 PM
373	Bring all flights including Low cost carriers under the umbrella of ATOL and therefore irrespective of whether its tailor-made or package holiday, all consumers will have ATOL protection with all holidays involving flights. No need for the individual vendors - tour operators to have ATOL Licences thereafter. Lot of money saved by CAA in administration, lot of money saved by tour operators in administration, which all will be passed to consumers. Most low cost carriers already sell hotels on their websites and therefore need ATOL anyway.	Feb 24, 2012 5:41 PM
374	Half yearly appointment to discuss ATOL renewal and challenges that the industry may face and therefore work more collaboratively	Feb 24, 2012 5:38 PM
375	have staff that check the answer requested- for example a contractor was waiting 3 months for certification of a course- the delay was because the CAA individual was looking at the wrong MTOE and couldn't work out why the course was done- bad for contractor- bad for company- bad for CAA	Feb 24, 2012 5:37 PM
376	I think it needs to run seminars not necessarily free to attendees so that a two way process can be arranged. For us we see to many loopholes in the regulations where as there should be a simple system applying to all airline tickets and just to those that form part of package	Feb 24, 2012 5:36 PM
377	Nothing to add	Feb 24, 2012 5:30 PM
378	Regular informal networking events tend to improve relationships	Feb 24, 2012 5:29 PM
379	make things clearer	Feb 24, 2012 5:28 PM
380	stop making tiresome changes to Atol regulations for tour operators that are burdensome for small atol holders and do not give the consumer any more benefit. Far too much regulation with petty alterations to regulations that state the obvious and bring no further clarification to the consumer.	Feb 24, 2012 5:28 PM
381	Reduce charges by providing their services more efficiently and by not carrying out unnecessary and expensive work that does not contribute to safety.	Feb 24, 2012 5:26 PM
382	More of the same (engagement with industry) Lots of information on EASA / Transition More road shows on various subjects (but away from Gatwick)	Feb 24, 2012 5:24 PM
383	cut down buracracy and streamline regulations caa has too cumbersome	Feb 24, 2012 5:23 PM

Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

regulations.

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|-----|---|-----------------------|
| 384 | In the field of consumer protection, CAA should strive to ensure that ATOL system applies to airlines as well as tour operators and Flight Plus   | Feb 24, 2012 5:23 PM  |
| 385 | Charges to be reduced.  | Feb 24, 2012 5:22 PM  |
| 386 | CAA could improve its relationship with Stakeholders by getting out and visiting them especially the new Policy team, who despite promises to do so have sat in London and pushed out more paper and consultation to the industry the last year than in the last 5 -10 years. They have a we know best attitude, and are NOT working collaboratively  | Feb 24, 2012 5:22 PM  |
| 387 | have less complicated procedures for ATOL holders. the annual return forms have changed every year for the last few years and it is a bit of a headache ensuring that we submit details in the new format   | Feb 24, 2012 5:18 PM  |
| 388 | Extend its collaboration to offer enhanced guidance through regulatory processes  | Feb 24, 2012 5:16 PM  |
| 389 | better communication data protection  | Feb 23, 2012 4:07 PM  |
| 390 | Provide greater regulatory guidance and interpretation  | Feb 23, 2012 12:17 PM |
| 391 | listen  | Feb 23, 2012 8:03 AM  |
| 392 | As a very small GA aerodrome, our experience of the wider issues undertaken by the CAA are very limited. We are quite satisfied with our relationship with the CAA.   | Feb 23, 2012 7:57 AM  |
| 393 | I think the CAA by being approachable are doing an excellent job, no improvement required here.   | Feb 22, 2012 11:34 PM |
| 394 | As both a 'stakeholder', and as a customer, I feel that I have a very good professional working relationship with the Authority. However, the following points are of great importance. INTERACTION AND COMMUNICATION Personal contact from the Authority to discuss impending changes in procedures, regulations and policies would go a long way towards making industry feel involved in the final result. Airworthiness seminars and similar Authority/Industry get-togethers need to be carried out in greater numbers at many more locations that suit those professional organisations that are geographically displaced to the corners of the UK, be they Kent International or Caernarfon. COSTS AND PRICING Costs for Approvals for smaller organisations need to be dramatically reduced to be appropriate to the size of the organisation. Costs for individual licences need to be streamlined to much lower levels as found within other premier Authority's remits. BEAUCROCRACY At present, all aspects of aviation within the UK are drowning under the weight of excessive beaurocracy. The requirement to renew pilot and engineering licences regularly is unjustifiable. The elephantine increase in 'airworthiness' related paperwork, especially under EASA, is reducing the amount of hands-on time and finance spent directly on aircraft. The unwillingness to accept modifications approved by other premier Authorities without a time-consuming and expensive Major Modification programme has the clear mark of financial greed only. To insist on a paperwork based aviation model leads to smoking holes with perfect documentation, but the holes are still smoking. Even EASA in NPA 2008-07 stated "on the available evidence, the heavier regulation of the regulated | Feb 22, 2012 6:00 PM  |

Page 11, Q14. What, if anything, can the CAA do differently or better to improve its relationship with stakeholders like you?

sector does not appear to have resulted in any safety benefit". If increases in beaurocracy do not benefit safety, then it is unnecessary, potentially harmful, and unjustifiable. CONCLUSION The Authority appears to be doing its best within the constraints of both the UK government and EASA. It is accepted that the present and planned reduction of the Authority's numbers is of concern to those potentially being culled. However, the Authority could move forward far more quickly by embracing industry and its inputs instead of the apparent arms-lenght approach coupled with the present financially punitive system that funds the Authority. If it is accepted that both the industry and the Authority are both aiming for the same result i.e. a safer aviation community, then this should be the guiding thought for the authority, not financial and employment security. The Authority is best placed to concentrate on oversight while industry maintain and operate aircraft with the maximum of direct application, the minimum of beaurocracy, and appropriate lower costs.

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| 395 | I think the CAA needs to consider finding additional resource for areas that are important to their remit. We haven't been able to make as much progress as we would like with the CAA because they have been too short of the resources (i.e. staff) necessary to carry out the work that is required.  | Feb 22, 2012 4:54 PM  |
| 396 | keep up flow in info in a digestable format  | Feb 22, 2012 4:47 PM  |
| 397 | Take a more pragmatic approach to small organisations & regulatory requirements. Cease trying to treat small organisations as if they have the staffing of a scaled down "British Airways" Work with the organisations rather than as officious policemen as the required end product is the same pressure EASA into producing their regulatory out put in plain/brief language that non lawyers can understand & comply with. | Feb 22, 2012 2:14 PM  |
| 398 | partially relax some of the regulations designed for larger airports when applied to the smaller commercial airports, such as the SCRATCOH requirements, which are exceedingly onerous to comply with for smaller organisations.   | Feb 22, 2012 12:19 PM |



Page 12, Q16. Which, if any, of the following sources of information do you use to keep informed about what the CAA is doing? Please select all options that apply

1	European-level meetings	Mar 22, 2012 4:58 PM
2	Too busy running a business to spend more time on CAA than required by law	Mar 12, 2012 11:46 AM
3	Courses and audit	Mar 12, 2012 6:47 AM
4	p prune	Mar 11, 2012 4:32 PM
5	ABTA & Advantage	Mar 11, 2012 10:30 AM
6	Trade publications like TTG	Mar 10, 2012 10:22 AM
7	Informal discussions with industry contacts	Mar 10, 2012 9:54 AM
8	Trade press	Mar 9, 2012 11:27 PM
9	Travel Weekly	Mar 9, 2012 7:25 PM
10	Travel trade media	Mar 9, 2012 2:25 PM
11	Through our external affairs representative in airline	Mar 7, 2012 12:24 PM
12	Trade media	Mar 6, 2012 3:30 PM
13	AITO	Mar 6, 2012 12:02 PM
14	EASA	Mar 4, 2012 9:21 AM
15	Advantage Travel Centres Focus Partnership	Mar 1, 2012 8:17 PM
16	travel industry news emails: e-tid, travelmole, travel weekly	Feb 29, 2012 3:46 PM
17	AITO	Feb 28, 2012 1:53 PM
18	Via AITO	Feb 28, 2012 12:53 PM
19	other organisations	Feb 28, 2012 12:32 PM
20	Regular catch ups with senior CAA staff.	Feb 27, 2012 9:02 PM
21	Dont see much proactive marketing from ATOI direct or via TTA.	Feb 27, 2012 5:28 PM
22	Consultants	Feb 27, 2012 10:41 AM
23	Audits and Non Conformities	Feb 27, 2012 10:39 AM
24	ABTA and Advantage information	Feb 27, 2012 10:25 AM
25	The Trade Body my company is a member of (TTA)	Feb 27, 2012 9:38 AM
26	Contact with my sector of the Industry	Feb 25, 2012 10:04 AM
27	I don't bother as I have no faith in them	Feb 24, 2012 8:51 PM
28	Industry Professionals	Feb 24, 2012 7:35 PM
29	Other industry members and professionals	Feb 22, 2012 6:04 PM





Page 13, Q17. Which, if any, of the following would you like the CAA to use to communicate with you? Please select all options that apply

1	Online	Mar 14, 2012 6:37 PM
2	email	Mar 12, 2012 4:15 PM
3	e mails rather than letters, drawing attention to relevant web site posts	Mar 12, 2012 2:42 PM
4	Email, letter, telephone for essentials regarding our ATOL; no other communications required	Mar 12, 2012 11:48 AM
5	Visits or phone calls.	Mar 10, 2012 10:23 AM
6	emails only	Mar 10, 2012 10:08 AM
7	The website is a key tool but not as it is currently constructed and laid out	Mar 10, 2012 9:56 AM
8	If I do not know what some of these are how can I select them, a newsletter would probably get read	Mar 10, 2012 9:49 AM
9	Communication is not a problem	Mar 9, 2012 2:25 PM
10	An CAA industry Extranet site where detail can be provided securely and online collaboration can exist.	Mar 5, 2012 9:47 AM
11	Free conference & Seminars	Mar 3, 2012 10:42 AM
12	A regular briefing of our trade association	Mar 1, 2012 8:18 PM
13	Not Facebook or Twitter	Feb 29, 2012 1:19 PM
14	satisfied with the communication media at this time	Feb 29, 2012 1:12 PM
15	industry media (TTG, Travel Weekly)	Feb 28, 2012 3:53 PM
16	Any way which is push marketing - ie I dont want to have to go looking for it.	Feb 27, 2012 5:29 PM
17	news releases via RSS	Feb 27, 2012 4:44 PM
18	Airport site visits	Feb 27, 2012 3:28 PM
19	email newsletters mainly	Feb 27, 2012 12:16 PM
20	Phone	Feb 27, 2012 10:45 AM
21	facebook and twitter, rubbish I rest my case	Feb 27, 2012 10:11 AM
22	One consistent method of communication that is accurate and unambiguous instead of spreading it around like treacle	Feb 25, 2012 10:06 AM
23	Communicate about what?	Feb 25, 2012 9:19 AM
24	a specific link for/with airport consultative committees	Feb 25, 2012 9:04 AM
25	Not bothered it's just a typical government dept with people trying to justify their jobs	Feb 24, 2012 8:52 PM
26	Not really interested in what goes on at the CAA	Feb 24, 2012 5:23 PM

Page 13, Q17. Which, if any, of the following would you like the CAA to use to communicate with you? Please select all options that apply

27 Telephone

Feb 22, 2012 6:06 PM

28 Telephone calls

Feb 22, 2012 4:57 PM

29 Current communication methods are satisfactory

Feb 22, 2012 12:21 PM



Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

1	Info on a scarce capacity hearing	Mar 23, 2012 12:49 PM
2	Type Certificate for Harvard, 2 days ago.	Mar 23, 2012 8:25 AM
3	Civil Aviation Act	Mar 20, 2012 1:00 PM
4	I used G-INFO	Mar 20, 2012 11:03 AM
5	A/G radio examiner approval	Mar 19, 2012 12:25 PM
6	Licensing forms	Mar 16, 2012 12:14 PM
7	Details on when a Safety Assistant can be required for a passenger with reduced mobility.	Mar 16, 2012 11:43 AM
8	punctuality statistics - a frequent activity so I knew where to look	Mar 15, 2012 4:32 PM
9	Which light aircraft require a EASA 147 approved maintenance course.	Mar 15, 2012 12:41 PM
10	Checking ATOL holders license details	Mar 15, 2012 8:19 AM
11	ATOL reform information	Mar 14, 2012 4:36 PM
12	About the impending changes	Mar 14, 2012 4:32 PM
13	Information on the CAA's assessment of airport competition.	Mar 14, 2012 3:46 PM
14	Info re the new/proposed Aviation Bill	Mar 14, 2012 2:59 PM
15	new reulations details	Mar 14, 2012 1:19 PM
16	checking atol licences for the huge umber of outrageous websites offering flights - which are usually bogus "comparison" sites - which appear to offer flights - but have no ATOL. Also checking on sites from outisde the UK which have no ATOL licence ????? Also checking "clubs" and society's with NO ATOL. Still not sure why so many sites can get away with advertising flights when we have to pay such a lot of money for our licence.	Mar 14, 2012 10:34 AM
17	Individual aircraft details, registration etc.	Mar 14, 2012 9:10 AM
18	CAP	Mar 14, 2012 8:38 AM
19	Aerodrome licensing	Mar 13, 2012 9:46 PM
20	Competitors and Forms	Mar 13, 2012 7:57 PM
21	How to fill out EASA form1	Mar 13, 2012 6:53 PM
22	Company failures	Mar 13, 2012 6:47 PM
23	Information Notices	Mar 13, 2012 3:00 PM
24	CAP documents	Mar 13, 2012 12:41 PM
25	Tel contacts of a person I needed to speak with	Mar 13, 2012 12:26 PM
26	Approval/rating pricing	Mar 13, 2012 12:04 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

27	Review of ATOL reform paper	Mar 13, 2012 10:23 AM
28	section 41 report	Mar 13, 2012 9:22 AM
29	current news	Mar 13, 2012 9:08 AM
30	guidance material on maintenance check flights	Mar 13, 2012 9:02 AM
31	License Renewal	Mar 12, 2012 9:28 PM
32	changes in the licencing requirements for ATOLs	Mar 12, 2012 8:50 PM
33	EASA guidelines	Mar 12, 2012 6:28 PM
34	ATOL Regs & Changes for Flight Plus	Mar 12, 2012 6:13 PM
35	AIC info	Mar 12, 2012 5:29 PM
36	Data retrieval on AOC and maintenance approvals for the purpose of reviewing illegal charters.	Mar 12, 2012 5:11 PM
37	significant seven	Mar 12, 2012 4:18 PM
38	Flight Plus	Mar 12, 2012 4:05 PM
39	More news regarding changes	Mar 12, 2012 3:28 PM
40	Looking for other companies	Mar 12, 2012 2:44 PM
41	Organizational information and telephone numbers	Mar 12, 2012 2:35 PM
42	Information from a CAP	Mar 12, 2012 1:52 PM
43	ATOL forms	Mar 12, 2012 1:16 PM
44	checking an ATOL licence	Mar 12, 2012 12:38 PM
45	info about another competitor	Mar 12, 2012 12:34 PM
46	arc online, g-info, cap 747	Mar 12, 2012 12:16 PM
47	Checking our ATOL entry, checking someone else's ATOL	Mar 12, 2012 11:57 AM
48	F1602	Mar 12, 2012 11:43 AM
49	Looking at drtaft regulations	Mar 12, 2012 11:43 AM
50	Passenger statistics	Mar 12, 2012 11:40 AM
51	Historical NOTAL (Notice to Aerodrome Licence Holder) CAP 168	Mar 12, 2012 11:33 AM
52	Details on new changes to licencing	Mar 12, 2012 11:10 AM
53	ATOL holder information	Mar 12, 2012 11:01 AM
54	Looking for more information on the ATOL Reform	Mar 12, 2012 10:47 AM
55	list of atol renewals / not renewed	Mar 12, 2012 10:34 AM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

56	Trainer qualifications	Mar 12, 2012 10:22 AM
57	airport and airline statistics	Mar 12, 2012 10:18 AM
58	checking a company ATOL	Mar 12, 2012 9:53 AM
59	Current changes proposed by the Government.	Mar 12, 2012 9:49 AM
60	to check on the level of ATOL sales our competitors are licensed for and to see if they are under reporting	Mar 12, 2012 9:31 AM
61	General information	Mar 12, 2012 9:22 AM
62	Verification of CAA Publication [CAP] revision status, Aircraft Registration details and associated completion of ARC Renewal.	Mar 12, 2012 9:20 AM
63	EASA Form 4 template	Mar 12, 2012 9:01 AM
64	Updates on SMS implementation timescales	Mar 12, 2012 8:56 AM
65	Further information linked to an e-mail bulletin	Mar 12, 2012 8:48 AM
66	Aircraft information and up to date publication information	Mar 12, 2012 8:26 AM
67	ATOL License forms	Mar 12, 2012 8:12 AM
68	Document details	Mar 12, 2012 7:47 AM
69	IATA DG updates but they have yet to be issued.	Mar 12, 2012 7:40 AM
70	Historic CAP documents	Mar 12, 2012 7:28 AM
71	Courses and historic UK TCDS	Mar 12, 2012 6:50 AM
72	more info on latest changes to ATOL regulations	Mar 11, 2012 8:18 PM
73	A specific CAP text.	Mar 11, 2012 6:04 PM
74	engineering and certification	Mar 11, 2012 4:37 PM
75	Checking the registration details of an ATOL holder	Mar 11, 2012 4:01 PM
76	ATOL Membership enquiry	Mar 11, 2012 10:32 AM
77	Last news in aviation world. Information about the latest ADs in respect of our fleet.	Mar 11, 2012 5:17 AM
78	ATOL forms	Mar 10, 2012 9:31 PM
79	Cap 789	Mar 10, 2012 5:35 PM
80	Package holiday regulation	Mar 10, 2012 1:19 PM
81	the new atol reform regulations last week.	Mar 10, 2012 12:15 PM
82	ARC renewal. Boy it take to finding ... the whole web page is cluttered it need a re think	Mar 10, 2012 10:11 AM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

83	Information about ARC on Line changes	Mar 10, 2012 10:08 AM
84	Dangerous goods regulatory/training information	Mar 10, 2012 10:04 AM
85	documentation	Mar 10, 2012 9:49 AM
86	other travel agents and seeing who is on top	Mar 10, 2012 9:33 AM
87	Another operator's details	Mar 10, 2012 12:54 AM
88	AOC information	Mar 9, 2012 10:40 PM
89	New ATOL Certificate	Mar 9, 2012 9:02 PM
90	Medical algorithm	Mar 9, 2012 8:33 PM
91	Information about ATOL + in simple terms	Mar 9, 2012 7:27 PM
92	publications	Mar 9, 2012 6:20 PM
93	Information on different airline charges	Mar 9, 2012 5:40 PM
94	To print off Official Record Series 3....	Mar 9, 2012 5:26 PM
95	to find out about an airline that had gone into administration	Mar 9, 2012 5:19 PM
96	Downloading form	Mar 9, 2012 5:13 PM
97	Looking for who my ATOL covers - did not find out - still unsure	Mar 9, 2012 5:06 PM
98	Information on the licenses of our competitors	Mar 9, 2012 5:02 PM
99	GASIL MOR link	Mar 9, 2012 4:56 PM
100	Information documents	Mar 9, 2012 4:53 PM
101	Economic regulation information	Mar 9, 2012 4:51 PM
102	Punctuality data	Mar 9, 2012 4:51 PM
103	Reference material	Mar 9, 2012 4:47 PM
104	Looking for a FORM in this case FORM 1320	Mar 9, 2012 4:43 PM
105	G-INFO Database	Mar 9, 2012 4:25 PM
106	Progress on Q6	Mar 9, 2012 4:19 PM
107	ELGD	Mar 9, 2012 4:11 PM
108	ATOL Protection	Mar 9, 2012 4:08 PM
109	The changes to the maintenance schedules for light aircraft.	Mar 9, 2012 4:04 PM
110	Update on new ATOL legislation	Mar 9, 2012 3:59 PM
111	Safety Management Plans. Downloaded the CAA top level SMS	Mar 9, 2012 3:54 PM



Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

112	Information on ATOL holders	Mar 9, 2012 3:43 PM
113	Information on Flight +	Mar 9, 2012 3:37 PM
114	Information on ATOL reforms	Mar 9, 2012 3:36 PM
115	to navigate around and ensure that our atol number can be accessed easily for my customers	Mar 9, 2012 3:30 PM
116	ANSP Certification information	Mar 9, 2012 3:24 PM
117	View G-INFO to check registration, ownership etc.	Mar 9, 2012 3:24 PM
118	Charges for export C of A.	Mar 9, 2012 3:23 PM
119	ATOL Holders; information about regulations	Mar 9, 2012 3:21 PM
120	Airport market power assessments (RPG)	Mar 9, 2012 3:20 PM
121	Movement of Firearms	Mar 9, 2012 3:19 PM
122	N/A	Mar 9, 2012 3:18 PM
123	forms	Mar 9, 2012 3:15 PM
124	Information about changes to the APC	Mar 9, 2012 3:13 PM
125	AD.s and rule change	Mar 9, 2012 3:10 PM
126	CAP 747	Mar 9, 2012 3:05 PM
127	Information on ATOL reform	Mar 9, 2012 3:04 PM
128	SMS information	Mar 9, 2012 3:02 PM
129	Licensing guidance EU261 legislation	Mar 9, 2012 3:01 PM
130	Any changes to the FTL	Mar 9, 2012 2:58 PM
131	Obtaining an ATOL license.	Mar 9, 2012 2:57 PM
132	Changes in flight planning Procedures	Mar 9, 2012 2:57 PM
133	Amendment to Regulation EC 2042/2003	Mar 9, 2012 2:55 PM
134	I was looking for a Form CA3 and SRG 1712 and found them. It is good that they have been changed so that you can fill them in and save them.	Mar 9, 2012 2:55 PM
135	EASA updates on flight training	Mar 9, 2012 2:54 PM
136	Information on ATOL reform announcement	Mar 9, 2012 2:53 PM
137	Statistics on airport passenger numbers	Mar 9, 2012 2:53 PM
138	Whether a particular company had an ATOL	Mar 9, 2012 2:53 PM
139	CAPs and registered owners of aircraft.	Mar 9, 2012 2:52 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

140	What rights do consumers have when airlines goes bust	Mar 9, 2012 2:46 PM
141	Licensing issue	Mar 9, 2012 2:44 PM
142	Forms	Mar 9, 2012 2:44 PM
143	Transition to EASA flight crew licenses	Mar 9, 2012 2:42 PM
144	I used it to look for the price of an off site training license	Mar 9, 2012 2:42 PM
145	ATOL licence number	Mar 9, 2012 2:41 PM
146	DGR licence fee details	Mar 9, 2012 2:41 PM
147	Form for submitting a payment	Mar 9, 2012 2:39 PM
148	G-INFO	Mar 9, 2012 2:39 PM
149	EASA regulation and their application.	Mar 9, 2012 2:38 PM
150	ATOL Renewals	Mar 9, 2012 2:37 PM
151	To check the information required to renew our ATOL license and download relevant forms. Have also used it to check the protection wording for use with a client.	Mar 9, 2012 2:36 PM
152	G-INFO	Mar 9, 2012 2:34 PM
153	Information Notices	Mar 9, 2012 2:33 PM
154	To obtain a CAP document	Mar 9, 2012 2:32 PM
155	New ATOL regulations	Mar 9, 2012 2:31 PM
156	Information about CAP 403	Mar 9, 2012 2:30 PM
157	Searching for information regarding the EASA - TCCA bilateral agreement.	Mar 9, 2012 2:28 PM
158	Can't remember - maybe G-INFO	Mar 9, 2012 2:27 PM
159	Looking for the latest issue of CAP 413.	Mar 9, 2012 2:24 PM
160	CAA reform and regulations for 2012	Mar 9, 2012 2:24 PM
161	Aircraft Part 145 type ratings	Mar 9, 2012 2:23 PM
162	Checking on a competitors licence to carry numbers	Mar 9, 2012 2:23 PM
163	DAP decision letter	Mar 9, 2012 2:23 PM
164	failures	Mar 9, 2012 2:21 PM
165	Ownership information	Mar 9, 2012 2:21 PM
166	Airport traffic levels	Mar 9, 2012 2:21 PM
167	ATOL information	Mar 9, 2012 2:20 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

168	Information on another tour operator	Mar 9, 2012 2:19 PM
169	I was looking for the new regulations regarding flight plus atol	Mar 9, 2012 2:17 PM
170	Any information regarding customer protection when bookings are settled in points as opposed to cash.	Mar 9, 2012 2:17 PM
171	CAP's	Mar 9, 2012 2:17 PM
172	List of charges	Mar 9, 2012 2:16 PM
173	Information on the CAPS as they referenced Human Factors. Also looking for application information for Form 19	Mar 9, 2012 2:16 PM
174	contacts	Mar 9, 2012 2:15 PM
175	Telephone numbers	Mar 9, 2012 2:15 PM
176	Regulations	Mar 9, 2012 2:14 PM
177	ATOL capacity	Mar 9, 2012 2:12 PM
178	ATOL Reporting forms	Mar 9, 2012 2:12 PM
179	licensing	Mar 9, 2012 2:11 PM
180	Forms	Mar 9, 2012 10:55 AM
181	Statistics	Mar 9, 2012 10:18 AM
182	Looking for info on the Atol regulations	Mar 8, 2012 12:06 PM
183	CAP 757 Amendment	Mar 7, 2012 2:47 PM
184	easa non approved aircraft approval	Mar 6, 2012 4:25 PM
185	ATOL reform	Mar 6, 2012 3:32 PM
186	Respose to e-mail notification of Information Notice	Mar 6, 2012 2:00 PM
187	Licence information and definitins in ATOL standard terms	Mar 6, 2012 12:05 PM
188	CAP764	Mar 6, 2012 11:49 AM
189	Searching ATOL holders license information.	Mar 6, 2012 10:38 AM
190	Nothing specific.	Mar 6, 2012 8:30 AM
191	Passenger statistics at UK airports	Mar 6, 2012 12:11 AM
192	Atol holders passenger licence numbers.	Mar 5, 2012 5:58 PM
193	Can't remember	Mar 5, 2012 4:14 PM
194	I was looking for registration information as I am buying a new aircraft that will need to be registered.	Mar 5, 2012 3:48 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

195	regulation amendment regarding part 145 and part M	Mar 5, 2012 1:49 PM
196	Student certificate numbers and prices.	Mar 5, 2012 11:53 AM
197	I was looking for a publication.	Mar 5, 2012 10:09 AM
198	One week Terms of reference of the CAA Regulatory Group (I think)	Mar 5, 2012 9:49 AM
199	Information on and how to fill out Form S.F.101-01 & S.F.102-01. The form is simply not fit for purpose, no information exists about it and every member of your staff contacted had a different idea how it should be filled out!!	Mar 4, 2012 9:28 AM
200	Deatils on Visual Standards for European Class 3 medicals	Mar 3, 2012 3:51 PM
201	Update on medical advice to GPs	Mar 3, 2012 11:04 AM
202	CAPs	Mar 3, 2012 10:45 AM
203	Airac information	Mar 3, 2012 10:41 AM
204	tour operator failure claim procedure.	Mar 2, 2012 6:02 PM
205	What was the procedure for company takeovers	Mar 2, 2012 3:58 PM
206	Information Notices / Safety Notices	Mar 2, 2012 2:40 PM
207	Flight manual information amendments and supplements	Mar 2, 2012 2:02 PM
208	Recent Publications	Mar 2, 2012 1:40 PM
209	The owner of an aircraft	Mar 2, 2012 1:36 PM
210	Annual Report	Mar 2, 2012 12:03 PM
211	Information on the latest charges (for dangerous goods training fees).	Mar 2, 2012 9:21 AM
212	Contact Information	Mar 1, 2012 9:25 PM
213	SMS guidance	Mar 1, 2012 3:58 PM
214	List of approved companies holding an A8-8 approval	Mar 1, 2012 2:38 PM
215	- regulation and price-cap	Mar 1, 2012 1:46 PM
216	all news and publications	Mar 1, 2012 11:21 AM
217	information in a CAP	Mar 1, 2012 9:33 AM
218	Checkin to see in an operator had an ATOL Licence	Mar 1, 2012 8:57 AM
219	Looking for clear guidance on the new ATOL regs	Feb 29, 2012 3:49 PM
220	Results of the Flight + consultation	Feb 29, 2012 3:46 PM
221	Transport of dangerous goods (IATA) information	Feb 29, 2012 2:50 PM
222	Occurence report The website has a very good spectrum of info but its	Feb 29, 2012 2:40 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

	sometimes a bit tricky to track down	
223	Omni Directional Beacon Revision	Feb 29, 2012 2:12 PM
224	G-INFO, official records, SMS info.	Feb 29, 2012 2:10 PM
225	Details of Board members	Feb 29, 2012 2:07 PM
226	Information Notice informed me of a change to a MMEL CAA website lead to a EASA website EASA website lead to the front page of the Document. BUT NO ACTUAL DOCUMENT	Feb 29, 2012 1:39 PM
227	Pilot licensing info.	Feb 29, 2012 1:21 PM
228	Checking aircraft registration details on G-INFO	Feb 29, 2012 1:20 PM
229	G-INFO for aircraft details	Feb 29, 2012 1:13 PM
230	Chart effective dates	Feb 29, 2012 12:54 PM
231	ATC publications	Feb 29, 2012 12:37 PM
232	Changes to Engineer training	Feb 29, 2012 10:22 AM
233	BCAR Section A	Feb 29, 2012 9:44 AM
234	Documents	Feb 29, 2012 9:00 AM
235	ARC Renewal	Feb 28, 2012 5:33 PM
236	DOWNLOADING ACCOUNTS FORMS FOR MY ATOL RENEWAL	Feb 28, 2012 5:09 PM
237	Statistics	Feb 28, 2012 4:43 PM
238	Consultation information	Feb 28, 2012 4:13 PM
239	Forms	Feb 28, 2012 4:04 PM
240	An update on legislation changes.	Feb 28, 2012 3:54 PM
241	Other competitors information.	Feb 28, 2012 3:51 PM
242	ATOL renewal and reform information	Feb 28, 2012 3:39 PM
243	Help with the latest position on FlightPlus.	Feb 28, 2012 3:35 PM
244	To check ATOL number of an Agent	Feb 28, 2012 2:41 PM
245	Document search for JAR OPS 3 and related matters	Feb 28, 2012 2:13 PM
246	ATOL reforms and new Certificates	Feb 28, 2012 12:56 PM
247	Information about ATOL Reform and action to be taken against those who continue to flout the Regulations	Feb 28, 2012 12:31 PM
248	Renewal forms	Feb 28, 2012 12:26 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

249	Emissions legislation	Feb 28, 2012 10:54 AM
250	Airline statistics	Feb 28, 2012 10:52 AM
251	GINFO	Feb 28, 2012 10:48 AM
252	Studies on airport competition.	Feb 28, 2012 9:58 AM
253	previous day to survey. Review of IN's	Feb 28, 2012 9:20 AM
254	Document references and information on courses	Feb 28, 2012 8:50 AM
255	Checking an updated CAP	Feb 28, 2012 8:49 AM
256	G-INFO database, aircraft weight details.	Feb 27, 2012 9:23 PM
257	Compliance Information	Feb 27, 2012 8:31 PM
258	Information on scheme of charges and various forms.	Feb 27, 2012 8:27 PM
259	Passenger volume statistics for UK airports	Feb 27, 2012 5:51 PM
260	Checking ATOL's and finding out about changed a TTA atol to a SBA atol. No info on website - was transferred around a few times before I got someone who knew about what iw as asking..	Feb 27, 2012 5:30 PM
261	contact details	Feb 27, 2012 5:27 PM
262	CAP's	Feb 27, 2012 5:08 PM
263	Annual Return Form	Feb 27, 2012 4:51 PM
264	Information on new ATOL proposed rule changes.	Feb 27, 2012 4:24 PM
265	Details of medical processes-algorithms.	Feb 27, 2012 4:18 PM
266	ATOL licensing figures for a tour operator	Feb 27, 2012 3:48 PM
267	CAA approach to funding of surface access projects	Feb 27, 2012 3:30 PM
268	Updating our Terms & Conditions and I needed to check a couple of things for our ATOL wording.	Feb 27, 2012 3:19 PM
269	Price hikes on atol cover.	Feb 27, 2012 3:18 PM
270	The scheme of charges for engineer licensing	Feb 27, 2012 3:01 PM
271	Passenger stats	Feb 27, 2012 2:56 PM
272	document information service	Feb 27, 2012 2:52 PM
273	G-INFO site	Feb 27, 2012 2:31 PM
274	SMS enquiry, it didn't prove very useful.	Feb 27, 2012 2:27 PM
275	Information Notices... to check if I had missed anything.... I had not!	Feb 27, 2012 2:14 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

276	Punctuality	Feb 27, 2012 2:12 PM
277	To view the outcome of a consultation.	Feb 27, 2012 2:11 PM
278	ATOL info - i.e does a company have one.	Feb 27, 2012 2:09 PM
279	CAP 767, GAILS, Courses, Health and Safety, Pt 145	Feb 27, 2012 2:05 PM
280	AD,s G-info,	Feb 27, 2012 2:04 PM
281	ATOL reform. I wanted to hear about it first hand and found some useful papers on it. I also wanted to see the new certificate which I found.	Feb 27, 2012 2:03 PM
282	information on Aviation Health Unit	Feb 27, 2012 1:46 PM
283	Airspace change notification for Gatwick Consumers portal CAA and the environment - consultation	Feb 27, 2012 1:37 PM
284	consolidated EASA regulations.	Feb 27, 2012 1:34 PM
285	Info on flight plus changes.	Feb 27, 2012 1:30 PM
286	Implementation policy of EASA Part FCL	Feb 27, 2012 1:19 PM
287	ATOL Reform	Feb 27, 2012 1:16 PM
288	Cannot remeber	Feb 27, 2012 1:12 PM
289	Previous enforcement action outcomes.	Feb 27, 2012 1:04 PM
290	CAP 747	Feb 27, 2012 12:59 PM
291	CAP 168 updates	Feb 27, 2012 12:56 PM
292	Price control documents	Feb 27, 2012 12:55 PM
293	Recent news releases	Feb 27, 2012 12:54 PM
294	other ATOL holding	Feb 27, 2012 12:38 PM
295	Information on Safety Management Systems	Feb 27, 2012 12:21 PM
296	atol updates	Feb 27, 2012 12:14 PM
297	Information on the ATOL Reform. Information regarding APC returns & annual renewal of licence guideline notes.	Feb 27, 2012 12:09 PM
298	AOC approvals forthcoming EU-OPS changes	Feb 27, 2012 12:08 PM
299	Demonstrating the subscription service to business partners.	Feb 27, 2012 12:07 PM
300	Looking for forms to print. Found them.	Feb 27, 2012 12:04 PM
301	Information on flight plus	Feb 27, 2012 11:58 AM
302	Updated forms	Feb 27, 2012 11:57 AM



Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

303	Flight plus	Feb 27, 2012 11:43 AM
304	Dangerous goods training information	Feb 27, 2012 11:31 AM
305	My ATOL logo	Feb 27, 2012 11:04 AM
306	To find a contact address.	Feb 27, 2012 10:57 AM
307	I use 'watch that page' to monitor for change.	Feb 27, 2012 10:56 AM
308	Last month to check on one of my suppliers	Feb 27, 2012 10:55 AM
309	Training requirements	Feb 27, 2012 10:55 AM
310	I was looking for fees payable for certificate issues	Feb 27, 2012 10:49 AM
311	In connection with ATOL renewal and the forms to be completed and signed by my accountants.	Feb 27, 2012 10:48 AM
312	Changes in ATOL regulations	Feb 27, 2012 10:33 AM
313	forms	Feb 27, 2012 10:26 AM
314	ATOL Reform	Feb 27, 2012 10:25 AM
315	G Database (private purchase research)	Feb 27, 2012 10:25 AM
316	DG information	Feb 27, 2012 10:21 AM
317	looking up a competitor's ATOL	Feb 27, 2012 10:15 AM
318	ATOL licensing info	Feb 27, 2012 10:11 AM
319	A paper on airport regulation.	Feb 27, 2012 10:05 AM
320	new ATOL regulation	Feb 27, 2012 10:04 AM
321	Direct telephone number for Head of ATOL	Feb 27, 2012 10:04 AM
322	CAA Publications and forms.	Feb 27, 2012 10:02 AM
323	CAP 747, CAP562, Airworthiness Dircetives.	Feb 27, 2012 10:02 AM
324	ATOL reform	Feb 27, 2012 10:00 AM
325	ATOL Holder Information	Feb 27, 2012 10:00 AM
326	Fees and charges for 2012.	Feb 27, 2012 9:59 AM
327	Using G-INFO for information on an aircraft.	Feb 27, 2012 9:49 AM
328	Competition assessments	Feb 27, 2012 9:47 AM
329	Wanted to download a copy of the new Guide to Flight Plus (it wasn't available even though it was announced on 3rd party web site)	Feb 27, 2012 9:45 AM
330	Looking to see if the "Check an ATOL" service was broken. It was	Feb 27, 2012 9:43 AM



Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

331	Forms for ATOL renewal	Feb 27, 2012 9:38 AM
332	Information as to whether a certain company held an ATOL licence	Feb 27, 2012 9:37 AM
333	Checking suppliers ATOL	Feb 27, 2012 9:32 AM
334	We were looking for a form related to dangerous goods training authorisations. It took a good deal of tracking down.	Feb 27, 2012 9:23 AM
335	Licensing regulation	Feb 27, 2012 9:17 AM
336	Update on FlightPlus	Feb 27, 2012 9:16 AM
337	Any changes to legislation	Feb 27, 2012 9:12 AM
338	ATOL Bonding on Client's website	Feb 27, 2012 9:09 AM
339	medical information	Feb 27, 2012 9:08 AM
340	market power assesment	Feb 27, 2012 9:07 AM
341	EASA information Training CAP's	Feb 27, 2012 9:06 AM
342	Aircraft engine emissions data, from ICAO certification data sheets	Feb 27, 2012 9:05 AM
343	Atol holder information	Feb 27, 2012 9:04 AM
344	Engineer licensing issues	Feb 27, 2012 9:01 AM
345	A publication	Feb 27, 2012 8:56 AM
346	Safety Management Gap Analysis tool, and the EASA changes.	Feb 27, 2012 8:49 AM
347	Information contained in old airworthiness notices and where that information is now	Feb 27, 2012 8:33 AM
348	Engineer licencing update information	Feb 27, 2012 8:31 AM
349	Cost of extension of approval for Part 145	Feb 27, 2012 8:23 AM
350	Aircraft registered owner details	Feb 27, 2012 8:19 AM
351	Part m documents.	Feb 27, 2012 8:13 AM
352	New regulations on flight plus...	Feb 26, 2012 11:51 PM
353	Information on ATOL reform Information on merging ATOL's	Feb 26, 2012 10:38 PM
354	Definition of flight plus	Feb 26, 2012 6:25 PM
355	olympics advice	Feb 26, 2012 5:58 PM
356	Concerning meetings in Manchester for the current reforms e.g. flight Plus	Feb 26, 2012 4:30 PM
357	Ginfo documents and forms.	Feb 26, 2012 3:04 PM
358	This month, Feb, to look at advise that hey were giving touchstones with	Feb 26, 2012 2:10 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

	regard the snow disruption.	
359	Information about ATOL reforms	Feb 26, 2012 1:51 PM
360	EASA changes	Feb 26, 2012 1:32 PM
361	Fees for Instructor Certification	Feb 26, 2012 1:21 PM
362	ATOL reform	Feb 26, 2012 12:32 PM
363	airport and airline statistics	Feb 26, 2012 11:51 AM
364	Information on the recent ATOL reform.	Feb 26, 2012 10:56 AM
365	Aircraft Data	Feb 26, 2012 10:48 AM
366	Maintenance information	Feb 26, 2012 10:17 AM
367	UAV Information	Feb 26, 2012 6:31 AM
368	forms	Feb 26, 2012 5:27 AM
369	Economic regulation of airports	Feb 25, 2012 9:30 PM
370	G-INFO and AD's	Feb 25, 2012 8:08 PM
371	srg form, difficult t find, ended up phoning srg to ask the number of the form	Feb 25, 2012 7:21 PM
372	failed ATOL holder information	Feb 25, 2012 6:18 PM
373	Training	Feb 25, 2012 5:28 PM
374	Requirements for some light aircraft modifications	Feb 25, 2012 4:57 PM
375	List of charges	Feb 25, 2012 3:17 PM
376	Legislation with respect to MATZs & ATZs	Feb 25, 2012 2:28 PM
377	Looking at the year on year growth statistics.	Feb 25, 2012 12:57 PM
378	ATOL REFORM CAA IS ANNOUNCEMENT IT IS NOT CLEAR AT ALL THEY SHOULD RUN SEMINAR TO EXPLAIN THIS WELL WE ARE PAYING LOT FEE WE NOT NOT GENTING ANYTHING OUT THEM	Feb 25, 2012 12:54 PM
379	New regulations	Feb 25, 2012 12:18 PM
380	Information on a specific ATOL failure	Feb 25, 2012 11:36 AM
381	Information Notes	Feb 25, 2012 10:52 AM
382	It is difficult to find information you know is there. It can be best described as an Ergonomic Slum that lacks any form of ALPHABETICAL ORDER. I attempted to find a CAP413 Supplement that the search engine could not find even though this had been recently advertised. After complaining to a member of staff (The Editor) they programmed the search engine to find it.	Feb 25, 2012 10:12 AM
383	Information on consultations and G-INFO	Feb 25, 2012 9:34 AM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

384	This week. Fees and charges.	Feb 25, 2012 9:27 AM
385	the outcome of consultation about the setting up of a consumer panel	Feb 25, 2012 9:06 AM
386	Certification information and processes I am required to undertake for the certification of an aircraft that has been out-of-the air for about 12 years.	Feb 25, 2012 8:41 AM
387	SMS	Feb 25, 2012 8:03 AM
388	Download CAA licensing forms and checking company details for an ATOL holder.	Feb 25, 2012 7:48 AM
389	checking on any amendments to policy	Feb 25, 2012 6:51 AM
390	Details of ATOL Reform.	Feb 25, 2012 6:11 AM
391	fees for amending licence and getting amendment form	Feb 25, 2012 12:08 AM
392	A form to renew my AOC	Feb 24, 2012 10:40 PM
393	Up-to-date CAP publications and master list of Information Notices published.	Feb 24, 2012 10:06 PM
394	Just checking updates on new developments for flight plus	Feb 24, 2012 9:43 PM
395	Searching for an aircraft on G-INFO or CAA update on EASA activity (Can't remember which)	Feb 24, 2012 9:20 PM
396	SMS guide for non complex operators	Feb 24, 2012 9:01 PM
397	ATOL licence statistics	Feb 24, 2012 8:57 PM
398	G-info, Crew licensing, scale of charges	Feb 24, 2012 8:38 PM
399	ATOL holder licence information	Feb 24, 2012 8:37 PM
400	Within the last month - looking for latest failures of tour operators because a possible new client had experienced failure of a previous tour company. Also looking at the new proposals.	Feb 24, 2012 8:17 PM
401	Check upon an ATOL licence	Feb 24, 2012 8:14 PM
402	Information for the scheduled meetings for the new rules for ATOL reporting under the ATOL Reform	Feb 24, 2012 8:02 PM
403	required a form	Feb 24, 2012 7:37 PM
404	Today To check an ATOL	Feb 24, 2012 7:22 PM
405	ATOL BOND .	Feb 24, 2012 7:12 PM
406	Information on the ECJ ruling relating to consumer protection	Feb 24, 2012 7:05 PM
407	Scheme of charges re dangerous goods	Feb 24, 2012 6:21 PM
408	I was looking for any previously issued guidance or any rule or certification specification / etc which dealt with requirements for flammability testing of	Feb 24, 2012 6:21 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

	aircraft passenger "comfort" blankets. I couldn't find what I was looking for, but that's because there is nothing !!	
409	Information on an ATOL holder today	Feb 24, 2012 6:20 PM
410	CAP 747 Mandatory Data	Feb 24, 2012 6:20 PM
411	payment details for CAA charges	Feb 24, 2012 6:19 PM
412	Airline Fee comparison tabel	Feb 24, 2012 6:16 PM
413	to check on a four operators licenced number of pax	Feb 24, 2012 5:59 PM
414	Atol bonding	Feb 24, 2012 5:58 PM
415	industry information	Feb 24, 2012 5:54 PM
416	AOC info	Feb 24, 2012 5:50 PM
417	APC Log-In	Feb 24, 2012 5:48 PM
418	ATOL Licence details of a competitor!!	Feb 24, 2012 5:43 PM
419	Aerodrome Licensing	Feb 24, 2012 5:42 PM
420	Looking to ascertain if a company was actually ATOL registered	Feb 24, 2012 5:41 PM
421	Economic pricing regulation, particularly with regards to Stansted	Feb 24, 2012 5:40 PM
422	How to enter the figures for quarterly return	Feb 24, 2012 5:39 PM
423	Updates on ATOL Reform	Feb 24, 2012 5:37 PM
424	Checking an ATOL	Feb 24, 2012 5:36 PM
425	Publications	Feb 24, 2012 5:36 PM
426	ATOL reform draft revised Official Record Series 3	Feb 24, 2012 5:32 PM
427	PDF Associated with E-mail received from CAA	Feb 24, 2012 5:30 PM
428	wording about customer protection to give to client	Feb 24, 2012 5:29 PM
429	ATOL reform	Feb 24, 2012 5:29 PM
430	Advice about the latest ATOL licence reform	Feb 24, 2012 5:27 PM
431	Information & Safety Notices CAP Docs	Feb 24, 2012 5:27 PM
432	Projected passenger numbers covered by competitors' ATOLs	Feb 24, 2012 5:26 PM
433	ATOL bond forms	Feb 24, 2012 5:25 PM
434	atol regulations	Feb 24, 2012 5:25 PM
435	Previous consultations	Feb 24, 2012 5:24 PM
436	rates for annual return	Feb 24, 2012 5:20 PM

Page 17, Q24. Please tell us about your most recent visit to the CAA's website.  
What information were you looking for?

437	Routine visit to find if there were any updates since I last visited	Feb 24, 2012 5:18 PM
438	Searching for information from a CAP	Feb 24, 2012 5:18 PM
439	aviation stastical information,	Feb 24, 2012 5:15 PM
440	passenger rights and information which CAA provides to passengers and / or airline (mainly)	Feb 23, 2012 4:10 PM
441	Dangerous Goods information	Feb 23, 2012 12:19 PM
442	CAP 748 - fuel installation audit	Feb 23, 2012 8:01 AM
443	Personal licensing reference LASORS	Feb 22, 2012 11:38 PM
444	CAA publications	Feb 22, 2012 6:08 PM
445	ORS Scheme of Charges	Feb 22, 2012 5:25 PM
446	consumer panel developments	Feb 22, 2012 4:49 PM
447	Contact details for specific members of staff	Feb 22, 2012 2:22 PM
448	G-INFO details	Feb 22, 2012 2:19 PM
449	CAP 612, CAP 736	Feb 22, 2012 1:24 PM
450	looking at CAPS, AIP or reading info notices etc.	Feb 22, 2012 12:24 PM



Page 17, Q27. Please select one answer from the following pair of statements

1	FAA web site	Mar 23, 2012 8:25 AM
2	CAA staff member	Mar 20, 2012 1:00 PM
3	Department for Transport	Mar 16, 2012 11:43 AM
4	Talking to other people as the language used on the website is not very accessible.	Mar 14, 2012 4:36 PM
5	Transport Select Committee	Mar 14, 2012 2:59 PM
6	could not find the detail I required on any site	Mar 13, 2012 9:02 AM
7	Flight Plus changes to ATOL return from CAA correspondence rather than on website	Mar 12, 2012 6:13 PM
8	Personal discussion with industry expert.	Mar 12, 2012 5:11 PM
9	But it was difficult to understand	Mar 12, 2012 4:05 PM
10	Contacts in Government departments	Mar 12, 2012 2:35 PM
11	We are one of [REDACTED] and the Legal Department clarified the information we required in full.	Mar 12, 2012 10:47 AM
12	CAA SRG Publications / Forms	Mar 12, 2012 9:20 AM
13	Website	Mar 12, 2012 9:01 AM
14	CAA Website	Mar 12, 2012 8:48 AM
15	EASA website and Manufactures websites.	Mar 11, 2012 5:17 AM
16	Eventually	Mar 10, 2012 10:04 AM
17	I have not completely found out what I need to know. The process took too long and I will probably just ask some one who already has the info.	Mar 9, 2012 10:40 PM
18	Still waiting for ATOL certificate PDF for small business	Mar 9, 2012 9:02 PM
19	But very verbose and complex and hard to dig out the right info....	Mar 9, 2012 5:26 PM
20	travel press	Mar 9, 2012 5:19 PM
21	Haven't yet found out what I want to know! Need more time when I'm not asked to fill in questionnaires	Mar 9, 2012 5:06 PM
22	Google	Mar 9, 2012 4:53 PM
23	industry sources	Mar 9, 2012 4:51 PM
24	I have not yet found it!	Mar 9, 2012 4:04 PM
25	Police/within cargo	Mar 9, 2012 3:19 PM
26	Nowhere	Mar 9, 2012 3:18 PM
27	Colleague	Mar 9, 2012 3:13 PM

Page 17, Q27. Please select one answer from the following pair of statements

28	Personal contacts with other ATOL holders.	Mar 9, 2012 2:57 PM
29	EASA Website	Mar 9, 2012 2:55 PM
30	CAA/Publications	Mar 9, 2012 2:44 PM
31	EASA website	Mar 9, 2012 2:42 PM
32	I had to ask someone who was more familiar with the CAA website than I am. It is not a very easy site to navigate round	Mar 9, 2012 2:30 PM
33	Travel Weekly, then eventually we got a letter from the CAA, but it still isn't clear	Mar 9, 2012 2:17 PM
34	Contacted CAA via telephone (see response in previous section)	Mar 9, 2012 2:17 PM
35	contacted CAA direct by email	Mar 9, 2012 2:16 PM
36	phone call to a colleague	Mar 9, 2012 2:15 PM
37	EASA website	Mar 9, 2012 2:14 PM
38	caa website	Mar 6, 2012 4:25 PM
39	I had to telephone directly to registration and ask	Mar 5, 2012 3:48 PM
40	telephone call.	Mar 5, 2012 11:53 AM
41	I think you might be able to improve access to material on EASA's web site which impacts UK industry. The EASA web site is very colourful but difficult to actually find information of relevance to day to day operations.	Mar 5, 2012 10:09 AM
42	See Q 24	Mar 4, 2012 9:28 AM
43	UK AIP Airac	Mar 3, 2012 10:41 AM
44	Sent an email and left voice mail messages that were not returned.	Mar 2, 2012 3:58 PM
45	information was not available	Mar 2, 2012 2:02 PM
46	Called expert at CAA who helped	Mar 1, 2012 2:38 PM
47	also ABTA and other group companies	Feb 29, 2012 3:49 PM
48	Dont remember	Feb 29, 2012 2:50 PM
49	Eurocopter website	Feb 29, 2012 1:39 PM
50	Networking within the Industry	Feb 29, 2012 10:22 AM
51	Found my way to the right page on the CAA website but it was tortuous	Feb 28, 2012 4:43 PM
52	CAA main website	Feb 28, 2012 4:13 PM
53	CAA by phone	Feb 28, 2012 3:35 PM
54	Organisation name	Feb 28, 2012 2:41 PM



Page 17, Q27. Please select one answer from the following pair of statements

55	eventually found but not at all clear.	Feb 28, 2012 2:13 PM
56	Information was supplied at the meeting	Feb 28, 2012 12:31 PM
57	Phone	Feb 27, 2012 5:30 PM
58	CAA Gatwick	Feb 27, 2012 2:52 PM
59	CAA website	Feb 27, 2012 2:31 PM
60	By organisation ie. DAP.	Feb 27, 2012 2:11 PM
61	EASA	Feb 27, 2012 2:05 PM
62	EASA	Feb 27, 2012 1:34 PM
63	CAA letters, e-mails.	Feb 27, 2012 1:30 PM
64	CAA publication was emailed about a week later	Feb 27, 2012 1:19 PM
65	Publications	Feb 27, 2012 12:56 PM
66	caa letter	Feb 27, 2012 12:14 PM
67	By phoning the CAA	Feb 27, 2012 11:31 AM
68	All available, but recent design changes to the web site have, to me, made it more difficult to find data.	Feb 27, 2012 10:56 AM
69	Wanted to check if their ATOL was going to be renewed	Feb 27, 2012 10:55 AM
70	CAA letter	Feb 27, 2012 10:55 AM
71	Had to rely on e-mail to individual, as information was not on website.	Feb 27, 2012 10:04 AM
72	Within the publications section of the website.	Feb 27, 2012 10:02 AM
73	Directly from a contact in the CAA.	Feb 27, 2012 9:59 AM
74	Normally, I can find the information I am looking for on the CAA website. In this particular instance, I will revisit the CAA web site later and hope the Guide is available. (its unlikely the Guide will be available earlier anywhere else)	Feb 27, 2012 9:45 AM
75	CAA Staff member.	Feb 27, 2012 9:43 AM
76	By telephone call to the Dangerous Goods Office.	Feb 27, 2012 9:23 AM
77	CAA website	Feb 27, 2012 9:12 AM
78	Called the CAA	Feb 27, 2012 9:09 AM
79	IATA	Feb 27, 2012 9:08 AM
80	website	Feb 27, 2012 9:04 AM
81	Search engine	Feb 27, 2012 9:01 AM

Page 17, Q27. Please select one answer from the following pair of statements

82	IHS	Feb 27, 2012 8:33 AM
83	EASA	Feb 27, 2012 8:31 AM
84	CAA website	Feb 27, 2012 8:23 AM
85	Consultation document from CAA and telephone call	Feb 26, 2012 11:51 PM
86	Atol website	Feb 26, 2012 4:30 PM
87	Airlines, airport authority website and media	Feb 26, 2012 2:10 PM
88	answers are still pending	Feb 26, 2012 12:32 PM
89	another operator	Feb 25, 2012 7:21 PM
90	NATS AIS	Feb 25, 2012 2:28 PM
91	I AM STILL NOT CLEAR REF THIS ATOL REFORM WHY DO NOT MAKE LIFE EASY TO RUN BUSINESS	Feb 25, 2012 12:54 PM
92	Telephone call to CAA	Feb 25, 2012 11:36 AM
93	EASA and JAA websites	Feb 25, 2012 10:12 AM
94	Phoned the CAA department they promised to call back and didn't so we just presumed the fee had not changed.	Feb 25, 2012 9:27 AM
95	ultimately!	Feb 25, 2012 9:06 AM
96	Your web-site can be a little difficult to find the way around !!	Feb 25, 2012 8:41 AM
97	ATIPAC	Feb 25, 2012 6:11 AM
98	aBTA	Feb 25, 2012 2:08 AM
99	The latest changes information I read through the letter that came rather than on the website	Feb 24, 2012 8:17 PM
100	I telephoned the CAA offices	Feb 24, 2012 8:02 PM
101	EU website, external legal advisors	Feb 24, 2012 7:05 PM
102	By contacting CAA Cabin Safety Office - by email - I had a satisfactory answer within 4 days. [REDACTED] could have given me an answer in 20 seconds !!	Feb 24, 2012 6:21 PM
103	Contact within the CAA	Feb 24, 2012 5:42 PM
104	Press / CC (CAT)	Feb 24, 2012 5:40 PM
105	I spoke to an ATOL officer	Feb 24, 2012 5:27 PM
106	www.caa.co.uk	Feb 22, 2012 11:38 PM
107	CAA staff	Feb 22, 2012 4:49 PM
108	email contact	Feb 22, 2012 2:22 PM

Page 17, Q27. Please select one answer from the following pair of statements

109 SRG & NATS

Feb 22, 2012 12:24 PM



Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

- |    |   |                       |
|----|---|-----------------------|
| 1  | Become a government office, and not civilians telling civilians what to do and writing their own laws.  | Mar 23, 2012 8:44 AM  |
| 2  | spend a day in idustry - learn the pressure when you have to perform for your money   | Mar 20, 2012 3:06 PM  |
| 3  | Always been effecient with our queries. One point of contact would be useful.   | Mar 14, 2012 6:38 PM  |
| 4  | The main challenge is in understanding the legal and regulatory language employed by the CAA, if this could be simplified with briefing notes and so on, it would be greatly helpful especially where the reform and obligations are concerned.   | Mar 14, 2012 4:37 PM  |
| 5  | The website is in need of extensive overhaul. In general it is badly organised and very difficult to find what you are looking for - unless you know where it is.   | Mar 14, 2012 3:47 PM  |
| 6  | I would liker to know how the CAA can regulate the plethora of websites offering flights for sale - with NO ATOL - when ti appears many are either clubs, comparison sites or site sbased outside the UK. What can be done to stop these people selling flights to UK residents. I hope the answer is not "nothing" - as it makes me worry about how valuable my licence is.  | Mar 14, 2012 10:41 AM |
| 7  | Everything just fine as is.   | Mar 13, 2012 6:54 PM  |
| 8  | Happy overall.  | Mar 13, 2012 12:42 PM |
| 9  | No  | Mar 13, 2012 12:27 PM |
| 10 | None  | Mar 13, 2012 12:04 PM |
| 11 | not at present  | Mar 13, 2012 9:05 AM  |
| 12 | In terms of honest feedback to suggest that this is a 15 minute survey is unrealistic and shows a degree of manipulation. This could give a bad impression of the CAA. Better to be honest up front. Having spent the time once providing I would not get caught again undertaking a 15 minute CAA survey. However, being positive because it was the CAA I continued with the feedback on this occasion. The pace of SRG 2 and the proposed changes seems to have slowed and I do not see how the necessary savings can be made within the original time scale. With key cross subsidy issues still unresolved and governmental cuts forthcoming it seems that there will soon be a problem for both the CAA and industry. | Mar 12, 2012 5:18 PM  |
| 13 | None  | Mar 12, 2012 5:07 PM  |
| 14 | CAA very easy to deal with in their role as enactors of government policy. Large parts of this survey are very poorly targetted & designed.   | Mar 12, 2012 11:51 AM |
| 15 | Staff on the phone are very helpful and prepared to give time without pressure to make sure all issues are dealt with.  | Mar 12, 2012 11:44 AM |
| 16 | The website has a host of information on it, but it is not very easy to find what you are looking for! I'm sure it's fine if you are a CAA employee and understand the structure of the Authority in full, but as an outside observer trying to use the CAA website for various purposes, it is not easy.   | Mar 12, 2012 11:41 AM |

Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

17	No, not at his moment	Mar 12, 2012 10:35 AM
18	Infinitely better than the Department for Transport !	Mar 12, 2012 10:23 AM
19	This survey demonstrates the problem. CAA should stick to regulating flights (which they seem to do well) and leave protection to those bodies that work in this area eg insurance companies.	Mar 12, 2012 9:59 AM
20	No	Mar 12, 2012 9:20 AM
21	Stay relevant, understand the challenges facing industry and look outwards and not inwards.	Mar 12, 2012 8:57 AM
22	Not at this time	Mar 12, 2012 8:49 AM
23	The most efficient and customer effective area of the CAA is AUS	Mar 12, 2012 7:29 AM
24	more face to face seminars meeting etc are invaluable	Mar 11, 2012 8:19 PM
25	Your policy is dictated by the big commercial operator if they say jump you jump but not for GA piston	Mar 11, 2012 4:39 PM
26	Please listen to the smaller agencies as to what affects us on a day by day basis to make our lives a little easier to manage our agencies and work load..	Mar 10, 2012 12:16 PM
27	The staff are excellent	Mar 10, 2012 12:15 PM
28	The culture is very bureaucratic, but I think it is improving.	Mar 10, 2012 10:25 AM
29	It could be thinned out, modernised and have a more modern approach. In principle it often can be seen to act as judge and jury, not found in other industries. Consultation takes place and then the CAA's view prevails. Its a monopoly.	Mar 10, 2012 10:13 AM
30	Generally feel that they are doing a good job but would like to feel more informed as to what they are doing in the different areas of regulation, to become more engaged with them.	Mar 10, 2012 9:50 AM
31	good luck to everyone they are doing a great job with stakeholders and consumers. best of luck in future.	Mar 10, 2012 9:34 AM
32	Please ask the CAA to get out of their tower and talk to professionals. We are the people on the front line and we are the ones in need of information. I have to read Travel Weekly to find out what's going on and I am still struggling. So much so that I will not be renewing my ATOL and adopt a new business model which does not involve flights at all.	Mar 9, 2012 7:30 PM
33	I was surprised to learn about the Flight Plus ATOL. I said surely this is what we have had to do all along. I was told, yes, but now people are going to have to do it. So I am wondering how successful the CAA is enforcing its regulations. Maybe causing a lot of work for honest tour operators like ourselves, but letting the rogues get away without following the regulations.	Mar 9, 2012 5:27 PM
34	individual CAA staff members are always polite, knowledgeable and helpful	Mar 9, 2012 5:27 PM
35	Depending on the person one gets, most are reasonably helpful and polite....	Mar 9, 2012 5:27 PM

Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

- |    |  |                     |
|----|--|---------------------|
| 36 | they make smaller stakeholders feel belittled and under suspicion ... improved communication with less demanding terminology in their correspondence ... don't feel that the CAA is there for their stakeholders but to police for the public  | Mar 9, 2012 5:21 PM |
| 37 | I think some of the previous boxes have conveyed my comments. Overall quite happy! But I would like to know who I have to cover with my ATOL   | Mar 9, 2012 5:07 PM |
| 38 | No   | Mar 9, 2012 4:57 PM |
| 39 | Stop removing front line aviation support personell  | Mar 9, 2012 4:54 PM |
| 40 | CAA staff are on the whole extremely busy and some issues take time to resolve and in the meantime other issues arise as a result. Manpower resourcing will be its biggest challenge over the next years as well as knowledge retention. On a European level the CAA are the best NAA.   | Mar 9, 2012 4:45 PM |
| 41 | No   | Mar 9, 2012 4:12 PM |
| 42 | No   | Mar 9, 2012 3:25 PM |
| 43 | The CAA is a disparate organisation with very different cultures in the different divisions. For example, turnover in RPG is high and thus change is more apparent than in SRG. Answering a general questionnaire like this is quite difficult given the range of activities, experiences and people involved.   | Mar 9, 2012 3:25 PM |
| 44 | Keep up the service levels but release the trivia and concentrate on the serious issues.   | Mar 9, 2012 3:24 PM |
| 45 | more collaboration with tour operators and regulate airlines selling Flight + hotel  | Mar 9, 2012 3:22 PM |
| 46 | no   | Mar 9, 2012 3:15 PM |
| 47 | Thanks for your help!  | Mar 9, 2012 3:04 PM |
| 48 | Engagement with industry and using industry to help develop initiatives, documents, legislation is essential to effective interaction and respect. Too much emphasis is placed on compliance with Europe when other countries effectively pick and choose what they will or won't do - its about time the UK worked to enhance the UK rather than just being the Europe's lacky. | Mar 9, 2012 3:04 PM |
| 49 | Use my previous comments   | Mar 9, 2012 2:59 PM |
| 50 | Overall Very satisfied, though surveyors are a little overworked and out of contact a bit but normally there is somebody who can advise on the moment. One of the better regulators that offer input   | Mar 9, 2012 2:57 PM |
| 51 | My answer to how often am I in contact with CAA refers to my company, rather than to me personally   | Mar 9, 2012 2:55 PM |
| 52 | Consumers should know what is covered if ATOL holder collapses. Also they should know that Airline failure does not cover them even if tickets purchased from ATOL holder  | Mar 9, 2012 2:52 PM |
| 53 | Please don't keep changing airfield inspectors/auditors. They mostly have different ways of interpreting matters and constantly rewriting manuals in a different way is a waste of time and very annoying. My last inspection by the   | Mar 9, 2012 2:50 PM |

Page 18, Q29: Do you have any other comments you would like us to feedback to the CAA?

way was a real pleasure.

- |    |   |                     |
|----|---|---------------------|
| 54 | I feel the CAA does not support UK industry (other than the major flag carrying airlines) and 'in the name of safety' will not stick its neck out and assis/support individual/small organisations to compete in what is far, far from being a level European playing field.  | Mar 9, 2012 2:49 PM |
| 55 | More personal meetings would be great; otherwise we could get bombarded with information which we may not understand  | Mar 9, 2012 2:48 PM |
| 56 | With the CAA as the governing body they should be well informed about their duties and responsibilities etc BUT is it necessary that I should be as informed as them? An example of this is knowing, without looking, what paragraph in my MTOE refers to a certain subject, I feel this is not necessary but I was crisised for not knowing. Hense the Bureaucratic thinking!                            | Mar 9, 2012 2:47 PM |
| 57 | Make the whole ATOL return less complicated. If we can't understand it how can we impliment it. Took me two days,   | Mar 9, 2012 2:43 PM |
| 58 | No  | Mar 9, 2012 2:43 PM |
| 59 | They a friendly bunch. Long may they remain so as honey works better tha vinegar.   | Mar 9, 2012 2:42 PM |
| 60 | Keep up the good work.  | Mar 9, 2012 2:41 PM |
| 61 | The current people I am dealing with could not be more helpful.   | Mar 9, 2012 2:39 PM |
| 62 | Many of their charges (e.g. Permissions for Flying Displays) and licensing charges seem illogical and generally far too high for a "Public Body". There is an impression that the CAA is out to maximise profit rather than provide a value for money service.  | Mar 9, 2012 2:33 PM |
| 63 | Although the contact with the surveyors is easily achieved we have experienced some issues with other departments within the CAA, such as finance.  | Mar 9, 2012 2:29 PM |
| 64 | The website is poor to navigate and often difficult to find the information   | Mar 9, 2012 2:24 PM |
| 65 | I find it easy to find things on the CAA website as a result of years of experience in doing so. Newcomers find aviation statistics in particular hard counter-intuitive to search for. Aviation Intelligence should be called Aviation Statistics and signposted from the front page not tucked away in Economic Regulation (which presumably follows the organisation structure rather than user needs) | Mar 9, 2012 2:24 PM |
| 66 | no  | Mar 9, 2012 2:21 PM |
| 67 | Satisfied   | Mar 9, 2012 2:20 PM |
| 68 | As a Canadian Part 147 organization, we are so fortunate to have expert advice at the end of the phone and via email. Our surveyor provides good context and accurate responses for all of our questions. Couldn't be happier with the service and expertise. This has been our experience since 2006 but the last two years have been outstanding.   | Mar 9, 2012 2:17 PM |
| 69 | Sort out the FAA  | Mar 9, 2012 2:17 PM |



Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

70	I am not sure I should be participating in this survey. My organisation is funded and supported administratively by the CAA.	Mar 9, 2012 2:16 PM
71	Treat the small companies with the same flexibility you treat the large ones. Stop being so reliant on historical data. Stop expecting miracles from small business owners eg) inject £40,000 of new money into your thriving company within 8 working days. Get real!!!	Mar 9, 2012 2:14 PM
72	Telephone numbers need to be displayed more objectively.	Mar 9, 2012 2:13 PM
73	Have always had a good professional relationship with the CAA	Mar 6, 2012 4:27 PM
74	None	Mar 6, 2012 12:06 PM
75	No	Mar 6, 2012 11:49 AM
76	No	Mar 5, 2012 5:59 PM
77	No,thanks!	Mar 5, 2012 1:49 PM
78	You're doing a great job, keep it up.	Mar 5, 2012 12:15 PM
79	The CAA is among the best in the world. Continue to look at other models and adopt best practice regulation. Continue to seek industry expertise openly as the regulatory regime is modernised. Continue to play a strong role in the EU regulatory regime and balance its desires with the aviation industry in the UK (which is appears to under threat).	Mar 5, 2012 9:58 AM
80	Small companies also help pay the wages of the CAA, but in many cases, and I have talked to many other small "Customers" it is as if the CAA would rather we would close down and go away. Don't get me wrong, there are many good surveyors etc. within the CAA, I just don't have access to them.	Mar 4, 2012 9:32 AM
81	I have a high regard for the co-operation and guidance provided by the ATSD of SRG. Their help is much appreciated.	Mar 3, 2012 10:47 AM
82	Prices for visits, advise etc are very high	Mar 3, 2012 10:47 AM
83	Start a fresh bring in people who understand the travel business.	Mar 2, 2012 6:03 PM
84	Like the good clear language. Communication is good and staff helpful.	Mar 2, 2012 3:40 PM
85	We had one level of control we now have EASA as well why is it necessary? surely one or the other but not both doing the same job in different ways to keep people in jobs that are not required and don't produce anything or take responsibility for anything.	Mar 2, 2012 2:06 PM
86	To ensure that all guideline documents are user friendly so that the original document can always be altered to suit the user. It is so annoying when text has to be re-typed, a total waste of time for the operator when the CAA have prepared the document to assist but it cannot be utilised.	Mar 2, 2012 1:42 PM
87	thank you for taking the trouble to ask my opinion. I hope it is of interest.	Mar 1, 2012 8:19 PM
88	My FOI's have been very good but the Part M surveyors are very disappointing	Mar 1, 2012 4:00 PM
89	Generally CAA is not bad. Some departments let it down. Website is awful.	Mar 1, 2012 2:39 PM

Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

90	no	Mar 1, 2012 11:22 AM
91	When the APC was being introduced the support and advice was exceptional. Currently I'm not sure who to contact.	Feb 29, 2012 3:52 PM
92	Look in the mirror and be very honest about how appalling the service provided actually is.	Feb 29, 2012 2:42 PM
93	Regulate and police all of aviation, be more effective with prosecutions and have effective deterrents.	Feb 29, 2012 2:12 PM
94	Whilst I appreciate the CAA is a Regulator, it would be better to regulate with two way communication rather than telling us what needs to be done and then swiftly penalising when this is not done immediately. Recently had a TRTO audit (First for 5 years) Very very quick to close the company down. VERY VERY VERY slow to review the new paperwork to keep the company going NO email or correspondence now for 6 weeks APPALLING	Feb 29, 2012 1:44 PM
95	There is a perception that the CAA is an organisation that is against Private light aircraft users, gauged by applying regulations intended for Very large Aviation organisations and does not take "A VIEW" with regards to the very low use PLA users impact on the Aviation industry and as a consequence drives up the cost of private flying. Please note Private Pilots use CAA for Conspiracy Against Aviation. I feel that if a "A VIEW" was taken to PLA users there could be a lot more "Friends" out there.	Feb 29, 2012 10:30 AM
96	My contact with CAA has been very useful and I have been impressed by how pro-active my contact is - he takes the initiative and delivers on what he has promised. I have also found him to be very friendly and approachable.	Feb 29, 2012 9:20 AM
97	Closing all the local offices, just to save money, and keep Gatwick staff employed not good news, perhaps we should drop some requirements to "save money" Soon we will charged mileage by surveyors to come out from Gatwick, or more likely we have to go there.	Feb 29, 2012 9:11 AM
98	The CAA as a regulator should not necessarily be popular but it should be right. It should be the source of safe practice regardless of the costs.	Feb 28, 2012 4:44 PM
99	Yes please. CAA fees associated with EASA FCL and Operations as published are very likely to impact on funding and therefore severely restrict the gliding communities ability to continue some of its work that it carries out in support of gliding, including its highly effective safety management work. Its extremely important that the fees charged to organised recreational aviation are appropriate and fair, and that they reflect the work carried out that limits CAA involvement and therefore limits CAA costs. Where CAA fees are appropriate, any element resulting from CAT needs (ie the fixed charge out rate for CAA inspectors/surveyors etc) should be appropriately cross subsidised by the CAT sector.	Feb 28, 2012 4:20 PM
100	I would like them to understand how much time and effort we have to spend on compiling their returns. The difficulty in communicating complex rules to customers and the gross unfairness of the current proposed system that does not require airlines to provide FlightPlus cover. How can that be fair? Equally, why are agents expected to cover the cost of any failed supplier and be unable to claim on the fund themselves.	Feb 28, 2012 3:39 PM
101	None	Feb 28, 2012 2:42 PM

Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

- 102 The below average score is directed solely at the non availability of CAA staff not about the individuals themselves who are generally well informed and helpful once located. I am firmly of the view that the CAA has reduced its staff levels to well beyond what is acceptable and safe in the Ops field and is now in the process of similar actions for its surveying staff. These outcomes are and will continue to be to the detriment of aviation safety. Feb 28, 2012 2:17 PM
- 103 I have had issues with the way the CAA have reacted to ATOL Infringements both before and after the Travel Republic case. My contact officer [REDACTED] has been very helpful and open over the past two and a half years of meetings. However my correspondence with senior staffs have tended to produce unhelpful and ambiguous replies along the lines of " we are investigating, so cannot discuss." If these staffs had been as helpful as [REDACTED] in explaining what is going on, they could have saved themselves a lot of time in dealing with my letters. Feb 28, 2012 12:36 PM
- 104 not to increase renewal charges every year. Feb 28, 2012 12:36 PM
- 105 The strength and effectiveness of the Safety Regulation Group of the CAA has been due to the quality, technical expertise and competence of the staff. I see currently an exodus of this experience from the SRG and I have a real concern about their ability to maintain the quality of service and standard of safety regulation that we have seen in the past. Feb 28, 2012 10:56 AM
- 106 No. Feb 28, 2012 9:58 AM
- 107 I understand the challenges moving from being the regulator to enforcing/overseeing EASA regulations but we need the CAA to provide accurate and clear direction. The CAA is the industries contact with the regulator and we feel comfortable dealing with people we know who hopefully (in the main) understand the challenges we face. Either not knowing or providing incorrect advice is not acceptable. In order for us to prosper as a third party provider across Europe and the rest of the world, we need to be correct and efficient in our application of the rules. We need the CAA's assistance in this. Feb 28, 2012 9:27 AM
- 108 The CAA is no longer fit for purpose, a sentiment being expressed daily throughout industry. It is only because aviation is 'specialist' that the penny has yet to drop within the DfT and Government. The House of Commons Transport Committee report of 2006 made many good points which Sir Joseph Pilling chose to ignore: See <http://www.publications.parliament.uk/pa/cm200506/cmselect/cmtran/809/809.pdf> Feb 27, 2012 9:45 PM
- 109 Response times are a major issue for most operators in both flight ops and maintenance with direct CAA contact betraying an underlying message of 'too much to do with too few people' being the message conveyed. This is not healthy long term and must change if the authority is to maintain its long standing Feb 27, 2012 8:33 PM
- 110 I would like the CAA to consider the small player with regards to Scheme of Charges reductions by introducing a lower small company accounts return, as it stands the lower limit is £1,125,000 which is way above an organisation like mine. Feb 27, 2012 8:30 PM
- 111 Do more marketing to customers of mine so they know to book with us not direct with hotels, airlines etc, and regulate medium sized business more closely as they seem to be the ones going bust! Feb 27, 2012 5:32 PM

Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

112	no	Feb 27, 2012 4:52 PM
113	Importance that key stakeholders in the aviation industry work together with mutual respect and avoid a 'blame culture' with perverse incentives	Feb 27, 2012 3:32 PM
114	I receive multiple whinges with regard to the CAA and most are because companies and individuals have either not read the guidance material properly or not researched the subject properly. Requests from the CAA for further information often generate complaint but this is more often than not, the fault of the individual or organisation.	Feb 27, 2012 3:03 PM
115	Help me do my job well, instead of trying to prevent me doing it safely.	Feb 27, 2012 2:52 PM
116	I have been an LAE since 1987, at that time I know that the vast majority of LAEs were aware of essential issues through the receipt of Hard Copy AWNs. The system now in place, Information Notices through Electronic Access, does not work, in my opinion. I spend a lot of my working time training and working with LAEs both within and outwith the UK in various organisations. When I ask LAEs about Information Notices I generally draw a blank, they don't even know that they exist. When I ask older Engineers about Airworthiness Notices, in the vast majority of cases I get a positive response. The AWN system worked. By not applying Human Factors principles, the UKCAA has abandoned an effective method of distributing essential safety information and the system which has replaced it is not generally used by the UK's Licenced Engineers. It might be cheaper but it doesn't work. If the UKCAA wishes to improve safety awareness and thereby performance, it should apply Human Factors principles to it's methods of communicating essential airworthiness information.	Feb 27, 2012 2:40 PM
117	No	Feb 27, 2012 2:32 PM
118	No	Feb 27, 2012 2:14 PM
119	They're doing a good job	Feb 27, 2012 2:13 PM
120	The CAA is making changes, that add to cost. It is not a good time to be increasing costs.	Feb 27, 2012 2:10 PM
121	As aviation is what the CAA deal with I do prefer to hear about things like ATOL reform from them rather than other bodies that only dilute their information.	Feb 27, 2012 2:05 PM
122	Speak to the SME's, ask their opinion and listen	Feb 27, 2012 2:05 PM
123	no	Feb 27, 2012 2:04 PM
124	Modernise and provide a more level playing field.	Feb 27, 2012 1:36 PM
125	no	Feb 27, 2012 1:12 PM
126	None	Feb 27, 2012 12:57 PM
127	We are relatively new to the whole process as ATOL holders and our business deals with very, very few flights so the whole renewals process seems quite long-winded and repetitive - perhaps it will seem easier over time but as I mentioned earlier it makes life so much easier to be able to call and speak to a human being with any queries I have had.	Feb 27, 2012 12:10 PM

Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

- |     |  |                       |
|-----|--|-----------------------|
| 128 | Local service can vary based on individuals, often quite good but the centre is a black hole!  | Feb 27, 2012 12:09 PM |
| 129 | The CAA needs to look at its resources with which it supports industry. As an Administrator/regulator it needs staff to respond. Whilst I accept that in the current financial climate they need to look at costs its hard to accept that industry gets audit findings for lack of staff when the CAA cant produce a letter because its stuck in Admin (Southern Regional Office)  | Feb 27, 2012 11:01 AM |
| 130 | I am happy with the set up for obtaining a small business ATOL but feel the whole industry is not regulated well enough in that people can flout the rules. Airlines should be totally liable for the Consolidators with whom they hold a contract and must stop third parties selling their flight seats if they do not have a direct contract with the airlines.   | Feb 27, 2012 11:00 AM |
| 131 | I was disappointed that the CAA didn't extend the scope of ATOLs to packages not including flights. I hold an ATOL and expect most of my business to continue to be flight-inclusive packages, but I would like the scope to add non-flight packages without the hassle of setting up another system of customer protection. I can understand that there are more pressing challenges for the ATOL system to tackle, but I would like to see this idea brought back. The CAA is part of Government, and I see this as a way for Government to encourage travel businesses with a one-stop shop for customer protection. It would recognise the need for travellers who like to be flexible and to make their own travel arrangements, and those who prefer greener forms of transport. | Feb 27, 2012 10:57 AM |
| 132 | You have moved forward, but small operators like ourselves should be able to file a simple quick annual return /   | Feb 27, 2012 10:41 AM |
| 133 | Come and talk to the North West more often   | Feb 27, 2012 10:30 AM |
| 134 | The professionalism, helpful attitude and ability of your staff to answer issues with knowledge of the relevant subject is what stands the CAA above most other regulators I have had to deal with. The only exception was the EASA implementation where it seemed there was minimal to no knowledge (impact / handover) despite being put in place.   | Feb 27, 2012 10:29 AM |
| 135 | My overall dealings with the CAA have been fine  | Feb 27, 2012 10:26 AM |
| 136 | no   | Feb 27, 2012 10:21 AM |
| 137 | There seems to be a steady increase in the information they require from us on a monthly basis. I'd prefer to stick with a quarterly basis. It all adds to our overheads, and produces no income, therefore lowers profits. a sort of hidden taxation.   | Feb 27, 2012 10:19 AM |
| 138 | The website needs serious attention. It is poorly structured with an unclear logic and hierarchy to the categories. This makes searching for a document difficult.   | Feb 27, 2012 10:10 AM |
| 139 | Their ATOL team works very well  | Feb 27, 2012 10:05 AM |
| 140 | The CAA is not consistent with the application of the Regulation. It is often very difficult to contact the person dealing with your Organisation.   | Feb 27, 2012 10:04 AM |
| 141 | The UK CAA should accept that there is a European regulator and not compete with them for safety regulation.   | Feb 27, 2012 10:01 AM |

Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

142	No	Feb 27, 2012 9:58 AM
143	The was CAA a world-leader in aviation safety that has been forced into a role by EASA. Unfortunately, it has now become an organisation that rigorously applies the rules of EASA without thought for the industry and bureaucrats are seemingly imposing rules without thought for the consequences.	Feb 27, 2012 9:53 AM
144	The CAA is generally a friendly helpful organisation, struggling to keep on top of confusing and poorly thought out regulations, issued by the European Aviation Safety Agency (EASA). EASA is a large bureaucratic, lumbering organisation with a confusing illogical website. They are trying to standardize and simplify regulations, within a giant multi-language, multi-cultural Europe. It therefore moves at glacial speed and with the same degree of power and understanding. I feel like a small stone, buried beneath a billion tons of bureaucratic ice, unable to influence direction, destination or speed of the glacier.	Feb 27, 2012 9:32 AM
145	no	Feb 27, 2012 9:08 AM
146	Without a doubt less form filling and communicate changes as soon as they are confirmed	Feb 27, 2012 8:34 AM
147	Engineer information is not updated efficiently, known errors are not corrected. ELGD, how can this be allowed from a regulator to publicise incorrect or outdated information to it's customers?	Feb 27, 2012 8:33 AM
148	I note in the CAA mission statement that one objective is to give best advice to industry, yet my surveyor tells me it is not his role to give advice. I believe it should be the role of the CAA to give best advice and that every staff member should be aware of this.	Feb 27, 2012 8:21 AM
149	Dealing with Licence renewal has always been efficient and without major issues. Changes in regulations and how they may affect us are poorly communicated.	Feb 26, 2012 11:53 PM
150	Phone access to departments should be extended to cover industry hours.	Feb 26, 2012 3:06 PM
151	Keep up the fantastic work	Feb 26, 2012 1:33 PM
152	Would be good to get some come back on my comments here and the opportunity to elaborate on my views! [REDACTED]	Feb 26, 2012 11:54 AM
153	The costs levied on industry are CRIPPLING and represent appalling value for money, particularly when allied with the low standard of RELEVANT technical knowledge, skill and experience displayed by their staff	Feb 26, 2012 10:17 AM
154	Continue the drive for modernisation and change enhancing relevance to industry stakeholders and securing greater value for money	Feb 25, 2012 9:33 PM
155	I fully appreciate the difficulties the CAA are facing in view of increasing legislative requirements, whilst at the same time facing budgetary strictures. In all my experience of dealing with the CAA I have found them to be a most professional body and entirely in agreement with the ethos of "safety first" whilst also understanding the needs of industry	Feb 25, 2012 8:13 PM
156	With fewer staff doing more work the pressure is on to ensure that it has top quality staff with top quality accurate and pertinent knowledge.	Feb 25, 2012 2:29 PM



Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

157	CAA SHOULD MAKE RULES EASY AND MORE CLEAR TO RUN BUSINESS MORE EFFICIENCY AND NOT WASTE TIME	Feb 25, 2012 12:58 PM
158	The UK CAA has always enjoyed a better reputation than other European Authorities, mainly due to its size and levels of professional expertise but these have been gradually eroded to a point where it is little better than other European Authorities and is on a par with the chaos found in most other UK bodies where professional expertise has been progressively replaced by incompetent uninformed management.	Feb 25, 2012 10:15 AM
159	Keep focused on employing informed professionals with appropriate experience and representing 'UK Ltd' in international forums.	Feb 25, 2012 9:35 AM
160	Question 26 Couldn't find the information-this is often the case with the website. Question 19-22 Been dealing with the CAA for many years so often know who to get hold of and they are always helpful and friendly but as the contacts retire and are replaced then we have to start all over again so I can't really answer those questions in a way that truly reflects the Organisation. On the other hand for general office enquires it is often not possible to get hold of the right person as no one seems to know who is the 'right person'! The CAA is under-funded and under-staffed and an agency for EASA which is even worse.	Feb 25, 2012 9:29 AM
161	The CAA have earned the respect of the industry - not always welcomed but the CAA have ensured and improved safety. I believe EASA may have created a major change in the industry which may have created weaknesses that have yet to surface. EASA has given much control back to the industry where the influence of the "bean counters" may have a detrimental influence. Likewise audits carried out via contracts within the industry could produce a biased audit due to commercial considerations between company and auditor!	Feb 25, 2012 8:48 AM
162	1)The website is excellent. 2)Management staff are approachable and friendly. 3)Junior licensing officers can be overly bureaucratic and at times could be better informed. 4)The CAA must not continue to pay lip service to small business - they must factor in the impact the regulatory regime has on innovation and growth.	Feb 25, 2012 7:50 AM
163	na	Feb 25, 2012 6:51 AM
164	The CAA continues to be a leading, world respected, aviation regulator.	Feb 24, 2012 10:07 PM
165	Educate the consumers and take away power from teletext	Feb 24, 2012 9:45 PM
166	CAA must discuss our problems with us especially the small and micro companies	Feb 24, 2012 9:34 PM
167	Absolutely no point	Feb 24, 2012 8:53 PM
168	Lack of online filing possibilities and lengthy forms to fill in each year make it one of the worst regulators to deal with. Once everything is online it will be so much easier.	Feb 24, 2012 8:17 PM
169	No thank you.	Feb 24, 2012 8:02 PM
170	Only to simplify reporting as stated previously	Feb 24, 2012 7:22 PM
171	VERY GOOD, VERY EFFICIENT.	Feb 24, 2012 7:14 PM

Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

172	Yes - Join the battle against the overwhelming Tsunami of European rules which are not contributing to improving safety.	Feb 24, 2012 6:27 PM
173	A lot of the CAA staff are concerned about the reductions in staff and area offices. This looses contact with the aviation community. This bad for safety. The senior managers should listen to their surveyors and FOI's.	Feb 24, 2012 6:21 PM
174	The staff of the CAA Dangerous Goods Office are generally helpful, but limited by the controls in place.	Feb 24, 2012 6:21 PM
175	no thank you!	Feb 24, 2012 6:00 PM
176	No - that should do it....	Feb 24, 2012 5:50 PM
177	Please return to Insurance Bonding for ATOLs.	Feb 24, 2012 5:50 PM
178	This survey should be limited to ATOL holders and have seperate survey on wider issues to different participants	Feb 24, 2012 5:44 PM
179	continuity of staff is important as is the interpretation of the requirements	Feb 24, 2012 5:39 PM
180	Our individual contacts at the CAA over the years have proved to be uniformly helpful and informative.	Feb 24, 2012 5:33 PM
181	Requirement for them to check on Financial viability of Flight Training Organisations and protect their 'students' (as consumers) from financial loss as part of the CAA's 'Approval' process	Feb 24, 2012 5:33 PM
182	Aerodrome Standards Team very helpful and a real credit to the UK Regulator.	Feb 24, 2012 5:28 PM
183	I can only speak as I find but in the 20+ years I have dealt with the CAA I have had unending help, understanding, advice and co-operation. I feel they understand my business and genuinely want to assist us.	Feb 24, 2012 5:27 PM
184	No	Feb 24, 2012 5:27 PM
185	The new team at the CAA needs to understand that companies were in place before them and treat companies as mature and not like naughty children, especialy in itys correspondence.	Feb 24, 2012 5:25 PM
186	I would recommand that the CAA would give more advises to the airline about how to deal and how to interpret EU regulation 261/2004.	Feb 23, 2012 4:13 PM
187	Staff resourcing appears to be an issue. Our designated surveyor is often un-contactable or absent from his office and often vocalises his excessive workload.	Feb 23, 2012 12:21 PM
188	Don't accept everything that EU legislation demands of the UK aerospace industry.	Feb 23, 2012 8:02 AM
189	The CAA website has a considerable amount of useful information for professional users. However, is still difficult to navigate easily. Often, the required information is deep within 'hidden' directories, requiring Industry/Authority communication in order to receive directions. This is a terible waste of people's time, and could be resolved easily without great cost.	Feb 22, 2012 6:11 PM



Page 18, Q29. Do you have any other comments you would like us to feedback to the CAA?

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| 190 | In my experience, the CAA are very professional, helpful and knowledgeable. However, for the remit of my organization, the progress we would like to make with the CAA can be held back at times by a lack of staff and resources on the CAA's side. | Feb 22, 2012 5:04 PM  |
| 191 | organisation does not seem very ethnically diverse. Women seem reasonably well represented. Whole airline industry seems very Home Counties - not sure feels very metropolitan   | Feb 22, 2012 4:50 PM  |
| 192 | More information on individual contact details. If someone's details appear on an organisation chart, why not have the telephone or email details available too?   | Feb 22, 2012 2:24 PM  |
| 193 | Auditors do seem to becoming more overloaded with work which sometimes reduces their efficiency.   | Feb 22, 2012 12:26 PM |



Page 20, Q32. From the following list, how would you best describe your level of seniority in the organisation you work for / are representing?

1	director of trade association	Mar 12, 2012 12:39 PM
2	Co Director	Mar 12, 2012 11:51 AM
3	proprietor	Mar 10, 2012 12:17 PM
4	41 years in aviation	Mar 10, 2012 10:14 AM
5	Small company owner	Mar 9, 2012 3:44 PM
6	Non Executive Director	Mar 9, 2012 3:37 PM
7	UK Training Manager and holder of EASA Part 147 training certification	Mar 9, 2012 2:49 PM
8	Owner	Mar 9, 2012 2:44 PM
9	owner	Mar 9, 2012 2:21 PM
10	Consultant / Specialist	Feb 29, 2012 2:51 PM
11	Director	Feb 27, 2012 9:47 PM
12	Lead Secretariat Officer/Adviser	Feb 27, 2012 1:38 PM
13	Sales and sales support administration	Feb 27, 2012 12:11 PM
14	Proprietor	Feb 25, 2012 8:27 PM
15	secretary of a community group which represents 22 village and town communities: popn. more than 250,000	Feb 25, 2012 10:53 AM
16	Senior Examiner/Instructor/Lecturer	Feb 25, 2012 10:17 AM
17	Owner, Quality Manager	Feb 25, 2012 9:30 AM
18	chair of an airport consultative committee - therefore not an employee	Feb 25, 2012 9:07 AM
19	Associate Director	Feb 24, 2012 5:44 PM
20	Chairman and/or Director of several Aviation Trade Associations	Feb 24, 2012 5:35 PM
21	Member of Customer Service	Feb 23, 2012 4:15 PM