

19 January 2015
Reference: F0002186

Dear XXXX

I am writing in respect of your recent request of 2 January 2015 for the release of information held by the Civil Aviation Authority (CAA).

Your request:

On June 24 last year you sent me a response to an FOIA request I made regarding flight TOM 109 from Holguin, Cuba to Manchester at 17.20 on 17 July 2010. You informed me that no MOR had been filed in relation to this flight.

I'd be grateful if you could update me has an MOR been made subsequently?

It might help you to know that the flight, although scheduled to depart on the 17th, did not actually depart until the 19th.

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we do not hold the information that you have requested.

Incident reports are provided to the CAA under the terms of the Mandatory Occurrence Reporting (MOR) scheme, as described under Article 226 of the Air Navigation Order 2009 (ANO). Each report made is reviewed and, where appropriate, further investigation is carried out and action taken.

We have therefore carried out a search of the CAA database, and under those terms described above, the CAA confirms that it does not have a report of an incident involving a Thomson Airways flight departing Cuba to Manchester for 17 July 2010. Additionally, the CAA has checked the previous date (16 July 2010) for which there are no records held for the location of Cuba for Thomson Airways.

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:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR www.caa.co.uk
Telephone 01293 768512 foi.requests@caa.co.uk

Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
www.ico.gov.uk/complaints.aspx

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

A handwritten signature in black ink, appearing to read 'W. Pounder', with a long horizontal flourish underneath.

William Pounder
Information Rights Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.