

30 January 2015  
Reference: F0002200

Dear XXXX

I am writing in respect of your recent request of 19 January 2015 for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*In February 2013 you supplied me with a Freedom of Information Act response in which you gave me details of "air rage" incidents in 2011 and 2012. These were provided in the form of extracts detailing disruptive passengers received through the Mandatory Occurrence Reporting Scheme where reference was made to air rage, disruptive passenger/s or similar incidents.*

*Could you please provide me with similar data for the 2014 calendar year?*

Our response:

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

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 incident report is reviewed and, where appropriate, further investigation is carried out and action taken.

We have carried out a search of the UK CAA MOR database to provide an Excel spreadsheet showing reports where reference was made to air rage, disruptive passenger(s) and/or similar incidents for the 2014 calendar year regardless of location or aircraft nationality.

We have not included identifying information in these summary reports as this information is exempt from disclosure under Section 44(1)(a) of the FOIA.

Section 44(1)(a) of the FOIA provides that information is exempt information if its disclosure is prohibited by, or under, any enactment. Under Section 23 of the Civil Aviation Act 1982, information which relates to a particular person (which includes a company or organisation)

**Civil Aviation Authority**

Aviation House Gatwick Airport South Gatwick RH6 0YR [www.caa.co.uk](http://www.caa.co.uk)

Telephone 01293 768512 [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

and has been supplied to the CAA pursuant to an ANO is prohibited from disclosure (a copy of this exemption can be found below).

For more information about the Mandatory Occurrence Reporting scheme, please refer to CAP382 which can be found at: [www.caa.co.uk/cap382](http://www.caa.co.uk/cap382).

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  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto: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](http://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>.

Yours sincerely

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

**Freedom of Information Act: Section 44**

(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it-

- (a) is prohibited by or under any enactment,
- (b) is incompatible with any Community obligation, or
- (c) would constitute or be punishable as a contempt of court.

(2) The duty to confirm or deny does not arise if the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) fall within any of paragraphs (a) to (c) of subsection (1).

File number	UTC date	Location of occ	Phase of Flight	Event Type	Headline	Narrative text
201404917	22/04/2014	LIRN (NAP): Napoli/Capodichino	Standing	Difficult / unruly passenger	Disruptive passenger: Passenger removed during boarding.	Passenger verbally and physically abusive to crew and tried to hit the F/O with his head. Police called and passenger offloaded. Ramp agent commented that this passenger had opened the bridge door without authorisation and attempting to proceed to the aircraft. When stopped by ground staff, he wanted to punch him.
201408364	23/06/2014	LIBR (BDS): Brindise/Casale	Cruise	Difficult / unruly passenger	MAYDAY declared and aircraft diverted due to disruptive passengers fighting.	During the cruise at approximately 2 hours into the flight, the captain was informed, via the interphone, of a violent physical brawl in the cabin involving multiple people. Moments later an update was given with a request to the Captain to make a PA to calm the situation. A PA was then made, when the captain asked for any fighting to cease or a diversion would become necessary with police to be present on arrival. An update again from the cabin stated no improvement (information of a female being punched in the face by a male passenger received). With multiple people involved it seemed implausible to use a restraint kit. The only safe course of action seemed to be a diversion. The closest suitable alternate and a diversion was planned and executed. Unsure of the situation in the cabin, a mayday was declared. The first officer flew the approach initially but finally handed control to the captain, as the landing was to be overweight (67.2T). On arrival on stand the police apprehended and off-loaded the two couples at the centre of the incident. Later, a copy of the cabin crew disruptive passenger report was given to the police, who also requested that an exact copy be sent by the UK police via
201408634	25/06/2014	LEMG (AGP): Malaga	Push-back/tow	Difficult / unruly passenger	Disruptive passenger kicked cabin crew member during push back.	
201410383	20/07/2014	En route	Cruise	Difficult / unruly passenger	Nervous passenger entered flight deck.	On a previous incident passenger boarded the aircraft down route petrified of flying. She wouldn't board the aircraft so crew had to prompt her to take her seat. Once the aircraft was in flight and seatbelt signs were switched off passenger was sat in the forward galley on the R1 crew seat. we had about 10-15 minutes of turbulence as she was sat on the crew seat and the passenger was asked to take her seat. At this time passenger wouldn't not move and was screaming/shouting saying she needed to open the door and get off. She was this bad crew had to stay with her to monitor the situation during the start service. Once reassured by the crew. she then said she had to meet the flight deck as they weren't English. The senior cabin crew member rang the flight deck and asked if she could meet the captain. At this time the crew were on the service and found the passenger had gone from the crew seat. The senior cabin crew member had then informed the crew that she was in the flight deck in flight.
201412978	14/09/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger: Verbally abusive and violent. Restraint kit used.	Three passengers were attacked by this person. Police met the aircraft on arrival and the passenger was arrested.
201413118	16/09/2014	EGMC (SEN): Southend	Standing	Difficult / unruly passenger	Disruptive passenger.	Passenger physically assaulted the cabin crew.
201414757	19/10/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger.	Aircraft reported to South T that they had a disruptive passenger on board and requested direct to their destination and police on arrival. The crew identified the disruption as level 2 - physically abusive behaviour, female and unrestrained. The Mil supervisor and OS were notified, as were operator and destination.
201417231	11/12/2014	LFRS (NTE): Nantes Atlantique	Standing : Engine(s) Not Operating	Difficult / unruly passenger	Disruptive passenger. During boarding passenger pushed her way in to get onboard with a tagged bag and flatly refused to comply with any of the cabin crew or Captain's instructions and physically assaulted them both. Police escorted her from the aircraft.	

201417438	09/12/2014	En route	Cruise	Difficult / unruly passenger	Disruptive Passenger: Passenger consuming own alcohol became aggressive towards cabin crew.	Passenger was abusive and offensive threatening crew and attempted to light a cigarette. Passenger issued a violation warning but refused it so it was read out. Passenger was restrained by four crew members using cuffs and straps. He was examined twice by a doctor and monitored continually by crew. He remained loud, offensive and threatening until arrival.
201401553	01/02/2014	En route	Cruise	Difficult / unruly passenger	Cabin crew smelt smoke when checking a toilet. Cabin crew spoke with two passengers, who also smelt of smoke after having both visited the same toilet one after the other. No further action was taken as passengers had not been witnessed with cigarettes.	
201405418	02/05/2014	LEPA (PMI): Palma de mallorca	Standing	Difficult / unruly passenger	Disruptive passenger.	Passenger drunk and verbally abusive.
201401089	31/01/2014	LFPO (ORY): Paris Orly	Standing : Engine(s) Not Operating	Difficult / unruly passenger	Disruptive passengers complaining about baggage.	
201401226	03/02/2014	En route	Cruise	Difficult / unruly passenger	Toilet smoke master caution activated during cruise. Passenger was discovered with a cigarette. Police met aircraft on arrival.	
201402826	07/03/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passengers drunk in charge of young children, refusing to comply with cabin crew safety instructions. Suspected of consuming large amounts of own alcohol.	Police met the aircraft on arrival.
201417023	07/12/2014	LHBP (BUD): Budapest/Ferihegy	Standing	Difficult / unruly passenger	Disruptive Passenger: Passenger assaulted cabin crew.	Passenger repeatedly punched crew member in lower back.
201403322	19/03/2014	En route	Cruise	Difficult / unruly passenger	Cabin crew member suffered a minor injury resulting from the behaviour of disruptive passengers.	Passenger slammed toilet door and it caught the wrist of the crew member causing momentary intense pain. Crew member was able to continue with the service.
201400299	09/01/2014	LFPG (CDG): Paris Charles-De-Gaulle	Standing : Engine(s) Operating	Difficult / unruly passenger	Disruptive passengers complaining about luggage.	Verbally abusive to cabin crew.
201403577	25/03/2014	EGAA (BFS): Belfast/Aldergrove	Standing : Engine(s) Not Operating	Difficult / unruly passenger	Disruptive passenger disobeying crew during boarding, began having hysterics and could not be calmed down.	Captain ordered the removal of the passenger who refused to cooperate. Police attended to offload passenger before departure.
201408536	27/06/2014	LEPA (PMI): Palma de mallorca	Landing	Difficult / unruly passenger	Disruptive passenger stood up during landing flare, physically assaulted another passenger, failed to obey crew requests and displayed threatening behaviour towards cabin crew. Captain informed during taxi-in. Alcohol involved. Police met aircraft.	
201409737	20/07/2014	LEAL (ALC): Alicante	Standing	Difficult / unruly passenger	Disruptive passenger assaulted cabin crew member.	
201411241	16/08/2014	LDSP (SPU): Split	Cruise	Cabin crew - other	Disruptive passenger physically assaulted another passenger.	Police attended the aircraft on arrival.
201401868	14/02/2014	En route	Normal descent	Difficult / unruly passenger	Passenger physically assaulted a cabin crew member when asked to stop consuming alcohol and trying to light a pipe during cabin secure descent. Passenger restrained by crew and two passengers. Authorities met aircraft on arrival. No further action taken.	
201403778	28/03/2014	En route	Normal descent	Difficult / unruly passenger	Disruptive passengers arguing with cabin crew in an aggressive manner and complaining loudly.	
201400417	13/01/2014	EGKK (LGW): London/Gatwick	Standing : Other	Difficult / unruly passenger	Disruptive passenger verbally abusive to cabin crew and other passengers.	Police attended the aircraft and passenger was offloaded prior to departure.

201400841	25/01/2014	LFPG (CDG): Paris Charles-De-Gaulle	Standing	Difficult / unruly passenger	Passenger arrived at the gate allegedly under the influence of alcohol and became unwell after boarding the aircraft. Crew elected to offload the passenger, who then became aggressive. Police were called. Passenger and their baggage were offloaded.	
201402949	09/02/2014	En route	Cruise	Difficult / unruly passenger	Passenger caught smoking in toilet after 'Smoke Lav' warning activated.	About an hour after takeoff crew suspected someone had been smoking in the fwd toilet but were not 100 % sure which pax so pa was made. Approx 3 hours later the Smoke Lav was activated in the fwd toilet. I was in the fwd galley & could immediately smell the cigarette smoke. On knocking on the door & opening the door I found pax spraying an aerosol. I asked her had she been smoking & she said she had 2 puffs & put it out. I explained the dangers etc & told her that this was unacceptable. She was very apologetic & toilet was checked thoroughly and incident reported to the Capt. Whilst I was reporting to the Capt a crew member spoke again to passenger as she was returning to her seat & her details were taken for her return. She had been acting unusually all flight & the crew had been aware of her behaviour as she was very anxious she apologised again as she left the a/c & again I explained how serious this matter was.
201403485	23/03/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passengers, abusive to other passengers and cabin crew.	Cabin crew were informed by other passengers that the disruptive behaviour had begun at the airport. This has raised the question why they were allowed to board the aircraft and why were crew not informed by the dispatcher?
201405986	13/05/2014	MWCR (GCM): Georgetown/Owen Roberts Intl	Missed approach or go-around	Difficult / unruly passenger	Go-around flown due to disruptive passenger.	Passenger was restrained. Police attended aircraft on arrival.
201407260	12/05/2014	EDDB (SXF): Berlin-Schonefeld	Standing : Engine(s) Not Operating	Difficult / unruly passenger	Disruptive passengers fighting on board the aircraft during disembarkation. Crew member injured while attempting to stop the fight.	Other passengers and children distressed by the events. Police attended the aircraft to remove the offenders.
201408190	20/06/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger pushed cabin crew member and refused to obey instructions.	Passenger was asked not to use the toilet in another cabin by cabin crew member. He refused to obey this request and pushed passed the member of cabin crew causing her to fall onto the lap of a seated passenger. He was approached by the CSL in that cabin but refused to speak with the cabin crew but was eventually spoken to by both the CSL and the CSD. Seated passenger has submitted a witness report which supports this. Passenger was given several opportunities to apologise or at least acknowledge his actions were not acceptable and chose not to do this so a violation letter signed by the captain was issued to him and the aircraft met by the police on arrival.
201416566	24/11/2014	En route	Cruise	Difficult / unruly passenger	Aircraft diverted due to disruptive passenger.	
201400482	13/01/2014	En route	Cruise	Difficult / unruly passenger	Passenger admitted to smoking in toilet.	Passenger went to toilet and emerged. Afterwards, fellow passengers smelt tobacco smoke and informed Cabin Crew. The last person known to have used the facility was known to the crew, who approached him; he admitted smoking in the toilet. Passenger needed the help of an off-duty travelling crew member to translate. Passenger issued with a Final Warning letter from Captain, and the ramifications of continued or repeated smoking made clear with the help of an off duty crew member. Passenger was destined for onward flight from destination the same evening and crew of that aeroplane were advised of his flouting of the rules.
201400529	16/01/2014	EGCC (MAN): Manchester/Intl	Standing	Difficult / unruly passenger	Disruptive passengers.	Three passengers failed to follow cabin crew instructions regarding seating allocation during boarding. One of the passengers became verbally abusive towards crew members. Police attended the aircraft and all three passengers were offloaded.
201403749	30/03/2014	En route	Cruise	Difficult / unruly passenger	Disruptive and aggressive passenger. Alcohol suspected.	Passenger was causing a security threat and intervening in the treatment of another passenger who was unwell before threatening FO with physical violence. Police officers met the aircraft on arrival.

201407856	16/06/2014	En route	Unknown	Aircraft operation general	Disruptive passengers: Fight on board. Crew assaulted. Police met aircraft on arrival.	
201416085	16/11/2014	En route	Cruise	Aircraft damaged by unlawful act	Disruptive passenger caused damage to door. PAN declared.	Passenger became disruptive, exhibiting psychotic behaviour. Suspect drug related. Passenger kicked and damaged a lavatory door, causing other passengers distress. Medical Pan declared on arrival.
201416920	02/12/2014	LMML (MLA): Malta/Luqa	Approach	Difficult / unruly passenger	Irregular passenger behaviour. Cabin not secure.	
201400810	24/01/2014	EGKK (LGW): London/Gatwick	Standing	Difficult / unruly passenger	A passenger refused to show cabin crew their boarding pass when requested, made statements which caused cabin crew concern and became very agitated. Captain informed. Passenger was offloaded prior to departure and subsequently met by authorities.	
201401568	10/02/2014	GCTS (TFS): Tenerife Sur-Reina Sofia	Taxi to runway	Difficult / unruly passenger	Disruptive passenger offloaded.	Passenger behaving in abnormal manner in cabin, alcohol and possible substance abuse allegedly involved. Was rude, vulgar and aggressive towards fellow passengers and cabin crew, who was trying to pacify situation. Had to halt safety demo as passenger was screaming 'get me off', and when No3 asked to calm down he struck her on arm. After demo, No 3 contacted Cm to say his behaviour was upsetting and aggressive, Cm contacted Flight deck who returned aircraft to stand and passenger offloaded to police.
201409616	17/07/2014	En route	Cruise	Door opening/door interference - passengers	Passenger attempted to open door 2L.	Male passenger from seat 13D removed all his own clothes and tried to open door 2 left. The cabin crew instructed him to put his clothing back on and sit down which he refused to do. A blanket was put around him and he was coaxed into a seat away from other passengers. He subsequently put his clothes back on only to repeat the removal of his clothes. He then was coaxed back into a seat and covered with a blanket. Security contacted and police organised to meet the aircraft on arrival.
201410521	03/08/2014	Gander	Cruise	Difficult / unruly passenger	Disruptive passenger assaulted cabin crew. Medlink contacted. Medication administered. Passenger restrained. Restraint kit used. Alcohol involved.	
201410581	02/08/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger failed to comply with crew requests, became verbally abusive and violent towards crew during flight and displayed intimidating and anti-social behaviour towards other passengers. Alcohol involved. Police removed passenger on arrival.	
201400506	13/01/2014	En route	En-route	Difficult / unruly passenger	Disruptive passengers refusing to obey instructions. Use of alcohol and drugs involved.	Passengers were insisting on being served more alcohol after admitting to taking drugs. They refused to take their seats and pushed past cabin crew members. Police attended the aircraft on arrival.
201400603	19/01/2014	EDDH (HAM): Hamburg	Taxi to runway	Difficult / unruly passenger	Disruptive passenger assaulted cabin crew member.	Disruptive passenger allegedly assaulted a member of the cabin crew during safety demonstration. Passenger continued to misbehave during flight disobeying cabin crew instructions to remain seated. Police called to deal with situation on arrival.
201400617	17/01/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger displaying verbal/physical abusive behaviour. Restraint kit used.	Passenger in the main cabin displaying threatening and violent behaviour. CSM instructed the cabin crew to get ready to use the restraint kit. □ Supplementary 20/01/14: □ Cabin crew member was alerted to a male passenger that was intoxicated and shouting and using offensive language. His behaviour did not improve even though restrained.

201402709	06/03/2014	HESH (SSH): Sharm-El-Sheikh	Standing	Difficult / unruly passenger	Disruptive passenger offloaded prior to departure.	CC1 brought to Captain's attention pax 1 was travelling back having been met by the authorities on arrival the previous week due to disobeying all cabin crew instructions and becoming drunk, abusive and aggressive. Captain kept in contact with ALO and all crew on board. A discreet conversation with pax 1 revealed he wanted to do what he wanted then he was joined by his companion pax 2 who was confrontational and aggressive in her approach. Both pax were offloaded as a crew decision collected their belongings and left with the TCOs.
201403304	18/03/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger.	Passenger under the influence of his own alcohol was aggressive, becoming agitated, verbally abusive and showing signs of threatening behaviour. Restraint kit used.
201408004	17/06/2014	GMMN (CMN): Casablanca/Mohamed V	Standing	Difficult / unruly passenger	Disruptive passengers. Removed from the aircraft during boarding due to aggressive behaviour. Item thrown into flight deck during dispute. Police removed the passengers.	
201402489	02/03/2014	LBSF (SOF): Sofia	Standing	Difficult / unruly passenger	Disruptive passenger offloaded due to excessive alcohol consumption and unacceptable behaviour.	
201403639	25/03/2014	LEMD (MAD): Madrid/Barajas	Landing	Difficult / unruly passenger	Insecure cabin on landing.	The Crew secured the Cabin for Landing and passed on all checks via CM then onto FD. At approx 700ft the call bell for row 22 A/C right was pressed then turned off immediately. Seconds later PAX from 22D (Within 90 secs of touch down) ran towards FWD galley showing erratic behaviour. CM & CC4 shouted 'Please be seated immediately' and used arm signals at the same time. The pax stood at row 12 refusing to be seated waving a sick bag. CM assessed the situation and felt it necessary to send CC4 to find out the problem, as it could have been a medical or something else, and to ensure the pax was seated. At the same time CM called FD and inform them pax and crew were not secure and to suggest a go around. CC4 struggled to get the pax seated by using verbal and arm signal communication only. The PAX then started shouting that she needed a sick bag for her child (Still having one in her hand) CC4 said let him be sick in his seat as long as everyone was secure otherwise he could choke. FD still had not answered the call. CC4 finally got the pax seated and belted and ran back to her crew seat. CM was still waiting for FD to answer as CC4 was sitting down. The tyres touched the tarmac before
201405328	30/04/2014	En route	Cruise	Threats	Aircraft diverted due to disruptive passenger displaying threatening behaviour.	At 1627 aircraft requested to divert due to an unruly passenger. Flight was cleared left hand turn back to LIMRI and told to maintain FL320. Route was reassessed after the turn and routed via TOBOR as a more direct route. Flight confirmed Threat Level 2 and cockpit secure. Coordinated and flight checked TOBOR at 1658.
201407006	31/05/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger displaying aggressive behaviour and threatening to open the aircraft door.	
201410831	09/08/2014	En route	Cruise	Difficult / unruly passenger	PAN declared due to an aggressive passenger physically assaulting and injuring a travelling companion. Verbal warning given. Crew administered first aid. Direct routing requested. Police, paramedics and RFFS met aircraft on arrival.	
201400578	17/01/2014	Canada	Cruise	Difficult / unruly passenger	Passenger was found smoking in a toilet during flight.	Passenger found smoking in toilet at LM4. Cigarette disposed of safely and pax debriefed.

201401101	29/01/2014	GMMN (CMN): Casablanca/Mohamed V	Standing	Difficult / unruly passenger	Passenger became verbally and physically aggressive. All passengers offloaded after cabin became unruly and uncontrollable.	Flight ready to pushback. On start-up request we are informed about an, until now, unknown ATC slot, starting in almost 3 hours: 13:57z. Cabin crew and passengers informed. Some passengers reacted showing verbal aggression. While waiting complementary service started and updates going on. On ramp request the aircraft was towed to a remote holding : E12. 20 minutes short of engine start a man was physically and verbally aggressive towards one female cabin crew. I found the affected cabin crew very shaken by the event. I talked to this man, and the decision to offload this man was taken in consultation with the CM. During offloading many other passengers standing in the aisle started shouting in a language we did not understand (probably Arabic). Rear cabin crew reported of somebody smoking in the rear toilet. The cabin became more unruly. The situation was no longer under control. Decision taken to request the intervention of local law enforcement. While local policemen were on board the situation escalated. Cabin crews were scared. Decision taken with CM to offload all the passengers. Local authorities secured the area around the aircraft and organised the offloading.
201409178	02/07/2014	LIRF (FCO): Roma/Fiumicino	Standing	Difficult / unruly passenger	Disruptive passenger caused damage to seats and deployed overwing exit slide.	Passenger became aggressive after a delay in waiting for the air bridge and passenger bus to arrive. At review meeting operations manager and service delivery manager this issue was discussed. They are aware there is a chronic lack of resource due to expansion, in this case lack of staff and coaches prevented the agent from offloading the passengers quickly. Both parties are reviewing procedures in the short term to see where resource can be freed.
201410329	30/07/2014	KESAX	Cruise	Difficult / unruly passenger	Aircraft diverted due to an increasingly abusive and aggressive passenger who attempted to assault cabin crew and passengers. Restraint kit used. Request made for police to meet aircraft on arrival.	
201417330	12/12/2014	LPPT (LIS): Lisboa	Cruise	Difficult / unruly passenger	Aircraft diverted for safety reasons due to disruptive and aggressive passengers on board. Non-authorized alcohol involved.	One of the men had to be restrained by another passenger during landing. Police met the aircraft on arrival.
201402622	01/03/2014	LSGG (GVA): Geneve/Cointrin	Taxi from runway	Difficult / unruly passenger	Disruptive passenger's unacceptable behaviour.	Suspected alcohol involved. The authorities were called to meet the aircraft on arrival at stand and passenger was handed over to police.
201403641	13/03/2014	En route	Cruise	Difficult / unruly passenger	Smoke warning activated due to passenger smoking in the lavatory.	Smoking violation warning letter issued.
201404637	16/04/2014	MMUN (CUN): Cancun intl	Standing	Difficult / unruly passenger	Disruptive passenger. Caused damage to aircraft and was abusive to passengers.	Passenger boarded A/C intoxicated carrying glass of beer, bought from terminal. Crew removed drink and Pax's companion advised crew that Pax would not cause any problems and go to sleep. FSM informed Capt, and I authorised Pax to stay only on FSM's judgement. FSM called 15 mins later to advise Pax and companion swearing and being abusive to neighbouring passengers and a child. I (Capt) immediately authorised Pax and companion to be offloaded. Pax refused and Ground Crew called to assist in offload. Subsequently found out after, that passenger had ripped off tray table in front of him from seat. Suggest Station Manager, train staff to be more vigilant and not allow passengers to board carrying drinks (alcoholic) on A/C. Suggest both Pax barred from airline, due damage to A/C.
201400663	21/01/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passengers. Two passengers threw hot coffee at each other after engaging in an argument over seating space. The two passengers were immediately separated from each other and were both treated for burns. Police attended aircraft on arrival.	

201401307	04/02/2014	En route	Cruise	Difficult / unruly passenger	Passenger physically assaulted their travelling companion. Disruptive passenger was moved for the remainder of the flight and issued with a verbal warning. Captain informed. No further problems experienced. No further action taken by assaulted passenger.	
201401808	15/02/2014	LFPG (CDG): Paris Charles-De-Gaulle	Standing	Difficult / unruly passenger	Passenger argued with crew concerning carriage of their tagged bag in the aircraft cabin. Captain intervened and resolved the argument.	
201401839	16/02/2014	LSGG (GVA): Geneve/Cointrin	Standing	Difficult / unruly passenger	Two disgruntled passengers became disruptive and aggressive during boarding. The two passengers shouted at cabin crew, attempted to board the aircraft past the crew and were non-compliant with crew requests. Police attended and offloaded the passengers.	
201402512	01/03/2014	HEGN (HRG): Hurghada	Final approach	Difficult / unruly passenger	Two passengers travelling together had consumed own alcohol and were verbally and physically aggressive to passengers and cabin crew.	Police attended the aircraft on arrival.
201403255	19/03/2014	En route	Cruise	Difficult / unruly passenger	Passenger smoking in the rear lavatory.	Passenger admitted smoking, apologised and confirmed the cigarette was fully extinguished.
201407263	04/06/2014	EGPF (GLA): Glasgow	Unknown	Difficult / unruly passenger	Party poppers used onboard aircraft.	A hen party had brought party poppers onboard the flight and set them off during the flight.
201410565	31/07/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger under the influence of drugs. Restraint kit and procedure used.	
201416902	04/12/2014	En route	Climb to cruising level or altitude	Difficult / unruly passenger	Disruptive Passenger: Passenger assaulted cabin crew.	Cabin crew accidentally pushed a bar trolley into the leg of passenger who immediately reacted by punching him in the stomach with a clenched right hand fist.
201410354	30/07/2014	EGPF (GLA): Glasgow	Standing	Difficult / unruly passenger	Disruptive passengers. Multiple passengers offloaded from outbound flight due alcohol consumption, abusive behaviour, and not responding to instructions by staff or air crew.	Passengers in forward cabin alerted CCM4 and SCCM to pax interfering with L1 door, SCCM moved pax away. Extremely intoxicated. Cabin secure was passed then pax got out of seat twice, causing SCCM to phone flight deck with cabin unsecure. Disruptive pax letter issued and passport details taken, police removed pax from aircraft on arrival.
201411044	10/08/2014	En route	En-route	Difficult / unruly passenger	Fuel jettisoned and aircraft returned due to disruptive passenger.	Pax was verbally threatening other pax and physically assaulted CSS. It was then necessary to have the seatbelt sign turned on as we navigated through some Wx. Pax refused to sit anywhere and cc were endangered as they elected to remain with the pax as he was wandering around the cabin and shouting random nonsense at the other pax. FSM and CSS both agreed that it was impossible to fly for a further 11 hours with the pax, when he raised his arm to the CSS, the other CCM there needed to restrain him. The cabin crew then restrained him into a seat where the PRK was used. CSS suffered some bruising. In liaison with IOCC, it was determined that a return would be best and so a diversion was initiated. It was necessary to jettison 60T of fuel prior to approach which took 40mins, landing uneventful. ATC were generally helpful although there were language barrier issues e.g. "fuel jettison" was not understood, "fuel dump" was by numerous ATC units. All sectors that we flew through read acknowledgement that the flight deck was secure and " disruptive passenger" was also not understood- this was rectified by another flight with a Chinese pilot explaining the situation to ATC via relay.
201416383	21/11/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger assaulted another passenger and attempted to open passenger door.	
201403654	26/03/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passengers. Refusing to comply with cabin crew instructions and consuming own alcohol.	Police requested to meet the aircraft on arrival.

201411740	22/08/2014	LEIB (IBZ): Ibiza	Landing	Difficult / unruly passenger	Disruptive passengers were standing during landing. Alcohol involved.	As aircraft was on late final/landing and taxi in, various passengers were ignoring the seat belt signs and on their feet/standing on chairs. From the state of the cabin afterwards, it was clear that far too much alcohol had been consumed on board without the crew knowledge. Police were called to the aircraft, as two passengers ran off.
201418088	10/12/2014	En route	Cruise	Difficult / unruly passenger	Aircraft diverted due to disruptive passengers.	Whilst in the cruise approximately 2 hrs into the flight the SCCM informed the FCM that 2 passengers who had been found to have been consuming their own alcohol, and had been given a formal warning of their behaviour earlier, had become more abusive and had begun threatening the cabin crew, passengers had had to be moved away from their location. Both passengers were now posing a threat to the security of the aircraft and insisting they get off. after discussion with the SCCM decision was taken to divert and offload the passengers into the custody of the local police, flight then continued on to destination.
201418112	08/12/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger: verbally abusive passenger had to be restrained after suspected use of alcohol and trying to smoke.	
201403950	28/03/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passengers consuming own alcohol and using threatening behaviour. One passenger admitted theft from the bar.	Police met the aircraft on arrival and escorted three of the passengers away.
201409738	20/07/2014	LFMN (NCE): Nice Côte D'Azur	Standing	Difficult / unruly passenger	Passenger forced his way onboard with release tagged luggage and assaulted cabin crew.	Passenger escorted by the police back to the terminal.
201412145	28/08/2014	En route	En-route	Difficult / unruly passenger	Passenger attempted to vacate aircraft during flight.	A/c tasked to go to platform to assist casualty. On arrival the rear crew attended sick bay whilst the A/C was refuelled on deck. Once casualty was on board and the refuel complete, a/c lifted and routed direct to destination. Approximately 10mins after takeoff, in the cruise at 1000' the casualty regained consciousness and attempted to vacate the A/C via the LH plug door. The rear crew used reasonable force to restrain the casualty on the cabin floor and continued medical care en route. A safe landing was made where the casualty was handed over to awaiting ambulance crew. A/c then routed to base for refuel and medical restock.
201406328	19/05/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger assaulted passenger and cabin crew member.	Suspected alcohol/drug use. Police were requested to meet the aircraft on arrival.
201417628	17/12/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger: Passenger smoking in the lavatories, physically assaulted cabin crew and showed aggressive and threatening behaviour to passenger.	Passenger failed to comply with cabin crew instruction. Police attended the aircraft on arrival.
201405333	30/04/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger pushed cabin crew member.	Passenger had been drinking own alcohol and drinks from the bar.
201400194	05/01/2014	En route	Cruise	Door opening/door interference - passengers	Passenger attempted to open cabin door.	Whilst in the cruise, about 15mins before descent, master caution 'doors' illuminated and the first officer noticed momentary illumination of 'FWD SERVICE' light. This lasted about 1-2 seconds. I called the ICM to the flight deck and she told us that a passenger had tried to open the R1 door, lifting the handle about 1/2 foot. She went back to speak to the passenger who was an eighteen year old boy with claustrophobia travelling with some friends and the friends' parents. She warned him about his behaviour and his travelling companions were asked to keep an eye on him. I asked the ICM to ensure that no door area (fwd or aft ) was left unattended for the remainder of the flight. We then started the approach and made a normal landing. On the ground I went to speak to the passenger and travelling companions to ascertain his suitability (or not) for return travel. It was then mentioned by the crew that he had once again tried to gain access to the fwd door area but had been prevented by one of the cabin crew. This time she said he had pushed past people to get to the area. On speaking to the passenger, he appeared confused and certainly not in a fit state for return flight. I said I would

201400858	26/01/2014	LFPO (ORY): Paris Orly	Standing : Engine(s) Not Operating	Difficult / unruly passenger	Disruptive passengers.	Several passengers boarded aircraft behaving in a generally disruptive manner towards cabin crew, disobeying instructions and pushing the crew members. Warning issued. □ Supplementary 26/01/14: □ Cabin crew member highlighted concerns over the passenger's use of mobile phones filming the episode whilst the crew were trying to deal with the situation.
201401302	04/02/2014	EHAM (AMS): Amsterdam/Schiphol	Standing	Difficult / unruly passenger	Disruptive passenger assaulted cabin crew member.	Passenger was being verbally abusive to passengers walking past and pushed cabin manager out of the way. He had been observed drinking his own alcohol. Police met the passenger after disembarking.
201402534	25/02/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger shouting and being abusive to cabin crew.	Passenger was also filming the crew and threatening to put footage on the internet.
201403032	13/03/2014	LFPG (CDG): Paris Charles-De-Gaulle	Standing : Engine(s) Not Operating	Difficult / unruly passenger	Disruptive passenger disobeying crew was offloaded before flight.	
201403069	14/03/2014	EGGP (LPL): Liverpool	Standing : Engine(s) Not Operating	Difficult / unruly passenger	Disruptive passenger complaining about the previous flight began to get very agitated.	Passenger disembarked when police were mentioned.
201403656	27/03/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passengers behaving aggressively towards cabin crew and other passengers. Consuming own alcohol.	Police met the aircraft on arrival.
201405702	08/05/2014	EHAM (AMS): Amsterdam/Schiphol	Standing	Difficult / unruly passenger	Disruptive passenger assaulted crew member and attempted assault on two passengers.	During turnaround I was consulted by CM regarding a Passenger who appeared to be very under the influence of alcohol. CM was not satisfied the pax was fit to fly and we agreed to offload him. Whilst the passenger was waiting to be offloaded my attention was drawn to a disturbance in the forward galley, it became apparent that the pax had become violent and that there was an incident occurring. I left the flight deck to liaise with the dispatcher in time to witness the pax try to head butt a crew member. I stood at door 1L and asked the dispatcher who was visibly frightened to call the police, whilst trying to talk with the dispatcher the passenger tried to barge past me at door 1L onto the steps. I managed to convince him to stay on the aircraft, he was very aggressive and nearby passengers helped to restrain him from attacking anybody else. I also asked The FO to ask for assistance via ATC. the police were in attendance fairly quickly and the pax was arrested. I learned afterwards that the CM had been physically assaulted and another crew member had been the victim of attempted assault. We all gave statements to the police and to the credit of the crew the flight was continued without event.
201407631	09/06/2014	En route	Normal descent	Difficult / unruly passenger	Passenger refused to seat accompanying child for approach and landing as requested.	Passenger refused to seat child as requested. Passenger with 2yr 2 month old child asked to seat child for approach and landing when seat belt sign illuminated. Passenger refused. SCCM contacted me to inform and I reiterated that passenger and child were to comply with company rules. Passenger re informed yet refused again. This was during critical phase of flight. Child ended up sitting on mother's lap for landing with infant seat strap attached. Captain spoke with parents on stand to explain the importance of the regulations and complying with them. SCCM will be submitting report separately.
201410867	10/08/2014	LICC (CTA): Catania/Fontanarossa	Taxi to runway	Difficult / unruly passenger	Passenger, unhappy with seat allocations, became verbally aggressive and physically assaulted cabin crew during taxi-out. Verbal warning issued by crew. Captain elected to continue to destination and arrange police assistance on arrival.	
201417981	27/12/2014	EGCC (MAN): Manchester/Intl	Standing	Difficult / unruly passenger	Disruptive Passenger: Passenger assaulted cabin crew and showed aggressive behaviour to passenger. Crew member injury/incapacitation.	Police arrived on scene and escorted passenger from aircraft. Crew member removed from safety related duties for the remainder of the flight.
201407378	06/06/2014	EHAM (AMS): Amsterdam/Schiphol	Landing	Difficult / unruly passenger	Disruptive passengers: Intoxicated and abusive during critical stages of flight.	

201407665	12/06/2014	LEIB (IBZ): Ibiza	Taxi from runway	Aircraft operation general	Disruptive passengers during taxi. Two sets of passenger behaviour issues at the same time.	On shutdown the SCCM informed us of 2 incidents that were occurring in the cabin. 1. A fight had broken out between two male passengers seated at 25C and 25D. □ 2. Two male passengers seated at 3C and 3D were being disruptive. From this information it was decided to call police to the aircraft. All four passengers were arrested. It should be noted that several other passengers were upset. As I returned to the rear galley I heard the shouting and all again and it was the same passenger I asked him again to stop it at the same time his friend on 25c had been shouting at him to shut up and 25d had then punched his friend in the face. I informed the SCCM and got 25d passport.
201414229	26/09/2014	EGLL (LHR): London/Heathrow	Taxiing to/from runway	Difficult / unruly passenger	Disruptive passenger assaulted cabin crew member.	Passenger moved away from his seat whilst aircraft was taxiing. Passenger told to return to his seat by crew member. Passenger reacted by assaulting the crew member. Security called to the aircraft and police escorted disruptive passenger off the aircraft.
201401609	08/02/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passengers aggressive and abusive to cabin crew members.	Suspected alcohol and drug use.
201409421	14/07/2014	Unknown	Cruise	Difficult / unruly passenger	Disruptive passenger, restraint kit used. Bomb threat made.	Violent, abusive and disruptive passenger Seat 81a. Passengers in vicinity spat upon and punched, crew abused and threatened with violence. Passenger monitored and warned and issued final written warning. Captain authorised restraint kit to be used if situation deteriorated further. Passenger subsequently attempted to open door upper 3L at which point restraint kit used. Passenger restrained in seat, abusive behaviour continued for rest of flight @ 7-8 hours. A/c met by authorities on arrival. Passenger removed, crew and passengers in vicinity provided witness statements to authorities. Witness statements and incident report filed.
201400590	19/01/2014	En route	En-route	Difficult / unruly passenger	Captain of an inbound flight requested the presence of authorities on arrival due the discovery of a passenger smoking in a toilet.	
201402794	10/03/2014	GMMX (RAK): Marrakech/Menara	Standing : Engine(s) Not Operating	Difficult / unruly passenger	Two disruptive passengers offloaded due to excessive alcohol consumption.	At the boarding room, the majority of passengers were claiming to staff about the two passengers strange behaviour. Both passengers had drunk too much alcohol. At the arrival of A/C the senior cabin manager was informed about the situation who decided not to take any decision before saying them - passengers were boarded as the last ones, senior cabin had spoken to them and decided not to accept them. Three bags were offloaded.
201403092	14/03/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger physically assaulted cabin crew member.	Passenger was also extremely insulting to cabin crew and banging on flight deck door. Police were called and met the aircraft on arrival.
201405708	08/05/2014	En route	Normal descent	Difficult / unruly passenger	Passenger assaulted cabin crew member.	Cc was in the rear galley standing eating breakfast on the rear tray table, a pax was waiting to use lav a started a conversation with cm. The pax appeared incoherent, cm struggled to understand what he was saying, cc4 and cc3 engaged in conversation with him, without warning he smacked cc on the backside who was standing with her back to him and had no interaction with him, the strength of the blow knocked her forward. Cc went to the forward galley and cm spoke to the pax about his behaviour and told him the captain would be informed. On arrival captain dealt with the pax.

201407365	08/06/2014	Saber	Cruise	Difficult / unruly passenger	PAN declared due to disruptive passengers causing a disturbance.	Aircraft checked onto the frequency. This was followed with a call informing me a situation with unruly passengers had escalated dramatically. I ask if the pilot was declaring an emergency. The pilot then declared a pan which I acknowledged. The aircraft was descended and coordinated with the receiving sector for a straight in approach. □ Supplementary 09/06/14: □ During the flight (circa 5 hours), situation with two Pax occurred. This spread to other Pax during the descent. Call from the cabin to say that further new Pax causing and behaving in a threatening manner (level 2). PAN call to ATC as safety of Crew and Pax could not be assured.
201409249	10/07/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passenger physically assaulted cabin crew member.	Passenger pinched cabin crew on the backside. Alcohol was confiscated. Passenger apologised to crew member and no further action was taken.
201410536	29/07/2014	LDZA (ZAG): Zagreb	Push-back/tow	Difficult / unruly passenger	Disruptive passenger consuming their own alcohol failed to comply with cabin crew requests, became verbally abusive and displayed threatening behaviour towards cabin crew and passengers. Police boarded aircraft on arrival.	
201411791	24/08/2014	LCLK (LCA): Larnaca	Missed approach or go-around	Difficult / unruly passenger	Go-around flown due to disruptive passengers. Passengers fighting with each other and refusing to be seated for landing. Police met the aircraft on arrival.	
201412941	03/09/2014	En route	Cruise	Difficult / unruly passenger	Medical emergency declared. Disruptive passenger displaying erratic behaviour suspected drug use.	Medical professional onboard assisted with passenger. Paramedics requested to meet the flight on arrival.
201403159	17/03/2014	En route	Cruise	Difficult / unruly passenger	Smoke detector activated by passenger smoking in the lavatory.	Passenger denied smoking but smell of smoke was evident and other passengers witnessed him handling a lighter and cigarettes. Details taken.
201412091	30/08/2014	LEIB (IBZ): Ibiza	Standing	Difficult / unruly passenger	Disruptive passenger physically assaulted other passengers.	Police attended the aircraft on arrival.
201415635	06/11/2014	MKJS (MBJ): Montego Bay/Sangster Intl	Standing	Difficult / unruly passenger	Disruptive passenger.	Passenger acted strangely and seen consuming own alcohol.
201415762	09/11/2014	LLBG (TLV): Tel-Aviv/D. Ben Gurion	Approach	Difficult / unruly passenger	Disruptive passenger: Refusing to comply with cabin crew instructions.	Passenger physically assaulted the cabin crew.
201417291	03/12/2014	EGLL (LHR): London/Heathrow	Initial climb	Difficult / unruly passenger	Passenger caught interfering with the aircraft heating systems.	Just after the seatbelts were turned off in the climb, passenger started to change the heating settings on the Cabin System Control Panel (CSCP). She also took a photograph of the panel. The CSD quickly challenged the passenger, and told her not to interfere with the aircraft systems. The Captain then went back to give a verbal warning to the passenger.
201417441	09/12/2014	En route	Cruise	Difficult / unruly passenger	Disruptive passengers: Consuming own alcohol and verbally abusive. Physically assaulted cabin crew. Passengers restrained.	