

25 February 2015
Reference: F0002216

Dear XXXX

I am writing in respect of your recent request of 30 January 2015, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

Please summarise the number and type of complaints received under the Regulation (EC) No 261/2004 by airlines and airports against whom the complaints were filed over the past 4 years. If possible, please provide complaint classification by categories listed in CAA website complaint form.

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to confirm that the information you request is obtainable by accessing the CAA website at

<http://www.caa.co.uk/default.aspx?catid=80&pagetype=88&pageid=27&sglid=27>

Complaints that fall under Regulation (EC) No. 261/2004 are classified as:

Cancellation
Delay
Denied Boarding
Downgrading

As a result of a ruling by the Court of Justice of the European Union in the Sturgeon case the following categories can also fall within the scope of the compensation element of Regulation (EC) No. 261/2004.

Diversion
Missed Connection

Please note that we implemented a new database in March 2013. Since then the complaints data is recorded against the categories of the CAA website complaint form. Prior to this date the complaints data was collected and recorded in another format.

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:-

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR www.caa.co.uk

Telephone 01293 768512 foi.requests@caa.co.uk

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@caa.co.uk

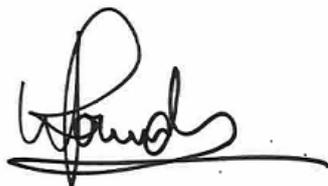
The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

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>.

Yours sincerely

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.