

9 February 2015
Reference: F0002218

Dear XXXX

I am writing in respect of your recent request of 1 February 2015 for the release of information held by the Civil Aviation Authority (CAA).

Your request:

I would be grateful if you could let me have the ID numbers of the following aircraft:-

Flight number TCX6027 flying from Kerkyra arriving at Newcastle at 14:10 on 25/06/12

Flight number TCX6275 flying from Larnaca arriving at newcastle at 04:38 on 26/06/12

Flight number TCX6022 flying from Departing newcastle at 10.37 on 26/06/12

Please let me know the arrival time in Tenerife of flight TCX6022 which departed from Newcastle on 26/06/12

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.

The CAA does hold some data relating to flights, but the data is not complete for a number of reasons. Thomas Cook is one of many airlines that use alpha-numeric Air Traffic Control (ATC) callsigns, which are different from the flight number on the passenger ticket. The information the CAA does hold uses the ATC callsigns so none of the flight numbers quoted in the request appear in any of the information held by the CAA.

One of the information sources the CAA rely on for this information is Mode-S data received by our local Mode-S receiver. The receiver failed on 25 June 2012 and was not reset until the 27 June so we do not hold information from the receiver for that period.

The below is a summary of the information we do hold, or can deduce.

Flight number TCX6027 flying from Kerkyra arriving at Newcastle at 14:10 on 25/06/12. This flight (ATC callsign TCX68MU) was operated by a leased Smartlynx Airbus A320 aircraft, registration YL-LCI

Flight number TCX6275 flying from Larnaca arriving at Newcastle at 04:38 on 26/06/12. We believe the flight in question (ATC callsign TCX59RU) arrived at Newcastle in the early hours of the 25 June, not the 26 June. Flight plan information shows it was due to be operated by Boeing 757 G-FCLC, but we cannot confirm this due to the failure of our Mode-S receiver.

Flight number TCX6022 departing Newcastle at 10.37 on 26/06/12. We believe the flight in question was a flight from Newcastle to Tenerife with ATC callsign TCX43EL. This flight, which was delayed by more than three hours, was operated by Boeing 757 G-JMCD.

Arrival time in Tenerife of flight TCX6022 which departed from Newcastle on 26/06/12. The CAA does not hold information on the arrival time of flights at airports outside the UK.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

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 'M Stevens'. The signature is written in a cursive, slightly slanted style.

Mark Stevens
External Response Manager

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.