

9 April 2015
Reference: F0002284

Dear XXXX

I am writing in respect of your recent request of 10 March 2015, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

Would you please be able to provide statistics regarding flight delay claims that consumers have brought to the CAA and have been found in favour of the consumer against the airline?

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.

No date range has been mentioned in your request so the figures we have provided relate to claims received in a 12 month period between 1 April 2014 and 31 March 2015.

By way of background, the Court of Justice of the European Union (CJEU) decision on the 23 October 2012 in the case of *Tui & others v CAA* confirmed the applicability of compensation for lengthy flight delays as set out in the case of *Sturgeon v Condor Flugdienst GmbH and Bock and others v Air France SA (19 November 2009)*.

Of the 10,929 flight delay claims received and assessed by the CAA, we have found around 34% in favour of the consumer.

Please note that of the cases received, around 21% were outside the scope of the CAA's remit, or were invalid, or where the CAA was waiting for full valid documentation. In addition there are around 28% of cases still open and at different stages of the complaint handling process.

Whilst the CAA takes a view on a particular claim, our view is not binding and we do not have powers to impose a solution on an airline. However, since summer 2012 we have secured in excess of €9 million compensation for passenger flight delay claims.

Civil Aviation Authority

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

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