

4 March 2016  
Reference: F0002666

Dear XXXX

I am writing in respect of your recent request of 5 February 2016, for the release of information held by the Civil Aviation Authority (CAA).

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.

**1. Does your organisation charge a fee for FOI requests that do not exceed the appropriate limit, as outlined above?**

No, the CAA does not charge a fee for providing information under the FOIA.

**2. If so, what is the average fee charged and for what reason?**

Not applicable

**3. Can you confirm if your organisations publication scheme includes all of your organisations policies and that they are accessible via your website?**

We do not currently make all our policies available via our publication scheme. We are in the process of reviewing our publication scheme and the information we make available to the public.

**4. How many Data Protection (subject access requests), Access to Health records requests and Freedom of Information requests has your organisation received in the last 3 financial years i.e 2012-2013, 2013-2014, 2014-2015**

Please see the table below.

Our medical department are responsible for managing all medical related Subject Access Requests (SARs), whereas our External Information Services team are responsible for managing all other SARs as well as Freedom of Information requests and requests under the Environmental Information Regulations.

Please note that our system does not allow us to differentiate between SARs and Access to Health Record requests. However, the vast majority of these requests would be SARs.

	2012 / 13	2013 / 14	2014 / 15
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Subject Access Requests	18	26	15
Subject Access requests (Medical) and Access to Health Records	167	428	360
Freedom of Information	163	356	338
Environmental Information Regulations	6	3	59

**5. Does your organisation charge a fee for processing your subject access requests and if so how much?**

Please see attachment 1, where you will find a copy of the charging scheme for processing medical relating SARs.

Where SARs are processed by our External Information Services team, we do not currently charge a fee for these requests.

**6. How many staff work in your Information Governance department handling these requests?**

Our External Information Services team handles these requests. Of the four people in the team, one is dedicated to handling information rights requests while the other three spend part of their time on different aspects of request handling. The requests handled by our medical department are not handled by a dedicated resource.

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  
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Stephen', enclosed within a light grey rectangular border.

Rihanne Stephen  
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.

## Charges for release of information:

The following table is designed to give some guidelines as to what charges can be levied when we need a pilot or his insurance company to pay for the release of information.

Our minimum charge for photocopied documents is £15.00 for up to 10 documents and for up to 10 copies from a microfiche, £25.00. The maximum charge for the release of any type of information is £50.00.

Many requests for information will not be straightforward batches of 10 photocopies or 10 print offs from a fiche. Some examples are shown below:

File Contents	Cost for photocopying at a rate of £15.00 for up to 10 documents	Cost for copying fiches at a rate of £25.00 for up to 10 documents	Total	Total allowable charge (up to £50.00)
File contains up to 10 paper documents, no fiche	£15.00	0	£15.00	£15.00
File contains up to 20 paper documents, no fiche	£30.00	0	£30.00	£30.00
File contains up to 30 paper documents, no fiche	£45.00	0	£45.00	£45.00
File contains up to 40 paper documents, no fiche	£60.00	0	£60.00	£50.00
Fiche contains up to 10 documents, no file	0	£25.00	£25.00	£25.00
Fiche contains up to 20 documents, no file	0	£50.00	£50.00	£50.00
Fiche contains up to 30 documents, no file	0	£75.00	£75.00	£50.00
The file has up to 10 paper documents and up to 10 documents on the fiche	£15.00	£25.00	£40.00	£40.00
File contains up to 10 documents and fiche contains up to 20 documents	£15.00	£50.00	£65.00	£50.00
File contains up to 20 documents and fiche up to 10 documents	£30.00	£25.00	£55.00	£50.00
There is a fiche containing up to 20 documents and a file with 20 documents	£30.00	£50.00	£80.00	£50.00
Any file larger than these examples				£50.00