

[REDACTED]  
[REDACTED]

12 May 2016  
Reference: F0002744

Dear [REDACTED]

I am writing in respect of your recent request of 13 April 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. Number of flights arriving over 3 hours late between 1/4/2015 and 31/3/2016\* departing from any airport in the UK (or those you monitor).**

We publish monthly and annual punctuality statistics on the CAA website for 23 UK airports. The reports are available in Excel and pdf formats and list flight delay statistics by airline, arrival and departure destinations and also include average delay results. The reports can be accessed using the link below:

<http://www.caa.co.uk/Data-and-analysis/UK-aviation-market/Flight-reliability/Datasets/UK-flight-punctuality-data/>

**2. Please provide the data summarised by reason for delay or simply**  
**- Extraordinary circumstances**  
**- Non extraordinary circumstances**

The information requested is not held by the CAA. The information collected for the flight punctuality reports in the link above does not include the reason or cause of the delay.

Our Passenger Advice and Complaints Team (PACT) are responsible for dealing with complaints from passengers where they have been unable to reach a resolution with the airline or airport directly. This includes complaints relating to flight delays and in those cases we do gather information from the airline concerned about the cause of a delay. However, the nature of the service we provide means we only hold information about those flights where a passenger has referred a complaint to us.

**3. Number of passengers eligible for flight delay compensation under EC European Commission Regulation 261/2004 ruling between 1/4/2015 and 31/3/2016\***

The CAA does not hold a record of this information. When an airline agrees to pay compensation they are not obliged to notify the CAA of the number of passengers carried on the disrupted flight.

**4. Number of passenger claims made for flight delay compensation between 1/4/2015 and 31/3/2016\***

The CAA has received 8966 complaints for delay compensation for the period 01 April 2015 to 31 March 2016.

The data relates to when complaints were received by the CAA, so although a passenger may have made their complaint within the time period specified in your request, the delay itself could have occurred before 1 April 2015.

**5. Number or % of claims found in favour of claimant between 1/4/2015 and 31/3/2016\***

The CAA take a view on a particular complaint based on information provided to us by the airline and any available sources, applicable legislation and legal precedent. We do not have the powers to impose a binding solution on an airline. Following any intervention by the CAA, there may be several outcomes: the airline agree to pay, the CAA agree the airline is not liable to pay or the CAA take the view that the airline should pay but they have declined to do so.

Of the cases assessed during this period, the CAA has taken the view that compensation is payable in 7718 cases.

**6. Total number of claims made each year for flight delay compensation since the EC European Commission Regulation 261/2004 came into force (or CAA started collecting data).**

Historical records for flight delay claims received by the CAA are published at the link below and cover the period until 30 September 2015.

<http://www.caa.co.uk/Data-and-analysis/Data-for-passengers/Complaints-and-enforcement/UK-Passenger-complaints/UK-passenger-complaints-2015/>

The CAA received 4114 delay claims for the period 1 October 2015 to 31 March 2016

**7. Total number or % of claims found in favour of claimant since the EC European Commission Regulation 261/2004 came into force (or CAA started collecting data).**

Of the cases assessed by the CAA since it started collecting data on 11 March 2013, the CAA has taken the view that compensation is payable in 12250 cases.

**8. How much has been paid out in compensation between 1/4/2015 and 31/3/2016\*?**

The CAA has secured €5.7 million in compensation for passengers during this period. We do not hold a record of any compensation paid directly by airlines to passengers where the passenger did not need to refer their complaint to the CAA.

**9. How much has been paid out in compensation each year since the European Commission Regulation 261/2004 ruling came into force?**

The CAA has secured in excess of €16million in compensation for complaints we have received and taken up with airlines. We do not hold a record of any compensation paid directly by airlines to passengers where the passenger did not need to refer their complaint to the CAA.

**10. How many claims are pursued through a Claims Management Company or Solicitor? How many claims are pursued by the individual?**

The CAA has received, but not necessarily assessed, 56769 complaints relating to delayed flights since 11 March 2013 (records prior to this date were recorded on a different database and many of the cases pre-date recent changes in case law and airline obligations to offer compensation). Of those, in 4200 cases the passenger was represented by a Claims Management Company or Solicitors.

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



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.