

[REDACTED]
[REDACTED]

16 May 2016
Reference: F0002745

Dear [REDACTED]

I am writing in respect of your recent request of 15 April 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

- 1. Would you kindly provide information on how many complaints from passengers living in Scotland you received for flight delays, cancellation, denied boarding based on Regulation 261/2004 (from 2004 (or whichever year you hold data for) until 2016, if possible)?*
- 2. Would you kindly provide information on how many complaints from passengers you received for flight delays, cancellation, denied boarding occurring in Scotland (i.e. Scottish airports) based on Regulation 261/2004 (from 2004 (or whichever year you hold data for) until 2016, if possible)?*

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.

In addition to the information previously provided under reference F00002724, please refer to the below tables, which show the number of delay, cancellation and denied boarding complaints received by the CAA that occurred in Scotland against those received from Scottish residents since 13 March 2013.

Any information held prior to 13 March 2013 is not reportable in the same format and would require a manual review of the individual cases. To review the 32503 cases received prior to 13 March 2013 at 7 minutes per case would take approximately 3792 hours.

Under section 12(1) of the Freedom of Information Act, we are not obliged to comply with a request for information if the cost of complying with the request would exceed the appropriate limit of £450, which equates to a total of 18 hours of work. A copy of Section 12(1) can be found below.

[REDACTED]
[REDACTED]
[REDACTED]

Cases received relating to flight departing from Scottish airports:

	Received		
	2013	2014	2015
Delay	1335	859	678
Cancellation	142	143	172
Denied Boarding	15	18	21

Cases received from Scottish residents departing from Scottish airports:

	Delay	Cancellation	Denied Boarding
Aberdeen	95	37	2
Barra	0	0	0
Dundee	2	0	0
Edinburgh	414	105	14
Glasgow	1191	103	12
Inverness	8	15	0
Kirkwall	0	2	0
Shetland	1	1	0
Stornoway	7	0	1
Wick	1	1	0

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

<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 that reads "Rihanne Stephen". The signature is written in a cursive style with a large initial 'R' and 'S'.

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.

12 Exemption where cost of compliance exceeds appropriate limit.

- (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.
- (2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.
- (3) In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.
- (4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority-
 - (a) by one person, or
 - (b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.
- (5) The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated.