

[REDACTED]
[REDACTED]

17 June 2016
Reference: F0002798

Dear [REDACTED]

I am writing in respect of your recent request of 2 June 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

1. *Please supply details of all complaints lodged against Thomas Cook Airlines in the last 2 years (up to 1/6/16) outlining the nature of the complaint and the resolution.*
2. *Specifically in relation to flight TCX831 on 17/4/16, please advise how many complaints you have received about Thomas Cook Airlines and the resolution.*
3. *On 17th April 2016, Thomas Cook Airlines indicated that the aircraft originally scheduled as flight TCX831 from Miami to Manchester had developed a fault that morning and a substitute aircraft had to be found. I would like to see any notification made to the CAA about the reasons for the aircraft being substituted and when that notification was made.*

I would like to see maintenance reports for the last 12 months for the aircraft that had apparently developed a fault that morning.

I believe that Thomas Cook knew before the 17th April that the plane had to be substituted and would like to see communication between the CAA and Thomas Cook about the aircraft originally scheduled to be flight TCX831

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.

1. In the tables below you will find details of all complaints against Thomas Cook Airlines received in the last two years and up to 1 June 2016. We received 3921 cases in the two years. The nature of the claims is broken down as follows:

Classification	
At the airport	11
Baggage	51
Cancellation of flight	121
Delay of flight	3259
Denied boarding	71
Diversion of flight	85
Downgrade	14
In flight issues	78
Medical	2
Missed Connection	8
Pre-departure	20
Passenger with Reduced Mobility	20
Refunds	120
Reservations	12
Safety	12
Schedule Changes	29
Taxes, fees and charges	8
Total	3921

The statuses of the total number of the complaints are:

Status	
Still Open (not resolved yet)	217
Closed - Actioned by Airline	57
Closed - Waiting for further documents from complainant	131
Closed - Decision in favour of complainant	2136
Closed - Decision in favour of airline	749
Closed - Referred to other National Enforcement Body	82
Closed - Complaint type outside CAA mandate	549
Total	3921

2. We have received one case about flight TCX831 on 17 April 2016, under reference number 13590135, which you submitted. We advised that, given the nature of the complaint, we were unable to assist.
3. The CAA did not receive a notification from Thomas Cook regarding the substitution of the aircraft. This is not something the CAA would need to be made aware of.

The CAA do not hold maintenance reports for the last 12 months for the aircraft. This information is likely to be held by Thomas Cook Airlines.

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'.

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.