

██████████
██████████

22 August 2016
Reference: F0002859

Dear ██████████

I am writing in respect of your recent request of 20 July 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

'This (Vueling) company appears to be in complete chaos and does not respond to any customer service requests and appears to be ignoring all phone calls – emails – except to take bookings and provided automated denials of any legal query.

Is there an appropriate air complaints / trading standards style authority in the UK who should be investigating this?

Could you please tell me how many complaints you've had regarding this airline in the past 12 months? and any known outcomes?'

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. There are not any statutory provisions on how airlines should organise their customer relations department, therefore, there are no sanctions for poor customer services.
2. The CAA has received 354 complaints about Vueling between 1 August 2015 and 31 July 2016. The outcome of these cases are as follows:

Outcome	Vueling Cases (01/08/15 – 31/07/16)
Still Open	100
Unable to handle/referred to the relevant National Enforcement Bodies (NEBs)	113
The CAA concluded that compensation was payable.	124
The CAA concluded that compensation was not payable.	15
Matter resolved before the CAA could assess it (unknown result)	1
Airline failed to reply.	1
Total	354

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

<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.