

[REDACTED]
[REDACTED]

19 September 2016
Reference: F0002883

Dear [REDACTED]

I am writing in respect of your recent request of 15 August 2016, for the release of information held by the Civil Aviation Authority (CAA). I am sorry for the delay in responding to you.

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 relation to complaints about drone activity, the CAA's enforcement strategy has changed to better reflect the balance of capabilities between the CAA and local police services. The police often have greater resources, response times and powers of investigation than the CAA. To support this, the CAA has agreed with the police that they will take the lead in dealing with drone misuse incidents, particularly at public events, that may contravene aviation safety legislation or other relevant criminal legislation. Any reports or complaints received of this nature are usually referred to the police.

However, reports regarding a commercial operator allegedly in breach of their permission issued by the CAA are assessed and dealt with by the CAA. I can confirm that no such report has been made in relation to drone activity in the areas of Staffordshire or Cheshire.

The number of complaints made to the CAA about low-flying aircraft over Staffordshire between April 1 2015 and March 31 2016.

The CAA has received 2 reports of low flying over an area of Staffordshire between April 1 2015 and March 31 2016.

The number of complaints made to the CAA about low-flying aircraft over Staffordshire between April 1 2014 and March 31 2015.

The CAA has not received any reports of low flying over any area of Staffordshire between April 1 2014 and March 31 2015.

The number of complaints made to the CAA about drone activity over Staffordshire between April 1 2015 and March 31 2016.

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR. www.caa.co.uk

Telephone: 01293 768512. foi.requests@caa.co.uk

The CAA has not received any reports of drone activity from the area of Staffordshire between April 1 2015 and March 31 2016.

The number of complaints made to the CAA about drone activity over Staffordshire between April 1 2014 and March 31 2015.

The CAA has not received any reports of drone activity from the area of Staffordshire between April 1 2014 and March 31 2015.

The number of complaints made to the CAA about low-flying aircraft over Cheshire between April 1 2015 and March 31 2016.

The CAA has received 3 reports of low flying over an area of Cheshire between April 1 2015 and March 31 2016.

The number of complaints made to the CAA about low-flying aircraft over Cheshire between April 1 2014 and March 31 2015.

The CAA has not received any reports of low flying over any area of Cheshire between April 1 2014 and March 31 2015.

The number of complaints made to the CAA about drone activity over Cheshire between April 1 2015 and March 31 2016.

The CAA has not received any reports of drone activity from the area of Cheshire between April 1 2015 and March 31 2016.

The number of complaints made to the CAA about drone activity over Cheshire between April 1 2014 and March 31 2015.

The CAA received 1 report of drone activity in the area of Cheshire between April 1 2014 and March 31 2015. This report was passed to the police for them to deal with.

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.