

[REDACTED]

25 August 2016
Reference: F0002890

Dear [REDACTED]

I am writing in respect of your recent request of 16 August 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

a breakdown of how many times PIA of responded to CAA requests over the last 5 years

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.

The CAA has taken up 154 passenger complaints with Pakistan International Airlines (PIA) over the last five years and they have responded in 10 cases with 8 cases currently open awaiting a reply.

The CAA offers a mediation service for passengers and aim to resolve complaints in a timely manner. We do not have formal powers to force airlines to engage in our complaint handling process or to impose a solution on an airline in the same way as schemes offered by Alternative Dispute Resolution (ADR) providers.

Where the CAA are unable to secure a remedy from an airline on a voluntary basis and, as in PIA's case, where ADR is not currently available, we will inform passengers that they retain the right to take court action on their own behalf should they wish to pursue their claim.

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, appearing to read 'M Stevens'.

Mark Stevens
External Response Manager

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.