

[REDACTED]
[REDACTED]

13 January 2017
Reference: F0003018

Dear [REDACTED]

I am writing in respect of your recent request of 13 December 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

'Since 1st January 2015, how many complaints has the CAA received about the service provided to passengers with reduced mobility (PRM) at UK airports?'

'Since 1st January 2015, how many complaints has the CAA received about the service provided by Omniserv to PRM passengers at UK airports?'

'Since 21st October 2010, how many complaints has the CAA received about the service provided to PRM passengers at Heathrow Airport?'

'Since 14th March 2016, how many complaints has the CAA received about the service provided to PRM passengers at Edinburgh Airport?'

'Regarding any passenger complaints received by the CAA about Omniserv, what action has the CAA taken against the company?'

'Since 1st April 2014, how many complaints has the CAA received about the service provided to PRM passengers at Cardiff Airport?'

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 assumed responsibility for handling of PRM complaints from the Equality and Human Rights Commission (EHRC) in July 2012. Records that pre-date this period are not included in the table below.

	Total
Since 1st January 2015, how many complaints has the CAA received about the service provided to passengers with reduced mobility (PRM) at UK airports?	279
Since 21st October 2010, how many complaints has the CAA received about the service provided to PRM passengers at Heathrow Airport?	170
Since 14th March 2016, how many complaints has the CAA received about the service provided to PRM passengers at Edinburgh Airport?	12
Since 1st April 2014, how many complaints has the CAA received about the service provided to PRM passengers at Cardiff Airport?	1

Under Regulation EC1107/2006 the airport is legally responsible, therefore any action required would be taken against the airport and not the service provider, Omniserv.

We publish an annual airport performance report on accessible air travel on the CAA website, which includes the performance of Heathrow, Edinburgh and Cardiff airports. This can be found at:

http://publicapps.caa.co.uk/docs/33/CAP1438_AUG16.pdf

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 light blue background behind it.

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.