

[REDACTED]  
[REDACTED]

24 February 2017  
Reference: F0003083

Dear [REDACTED]

I am writing in respect of your recent request of 2 February 2017, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*'I should be grateful if you could send me the CAA guidelines for airports and airlines regarding provision for travellers with disabilities. I am particularly interested in the provision for guide dogs and assistance dogs.'*

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.

As we enforce EU laws in relation to passenger rights, the majority of guidance for airports and airlines comes from the European Commission. However, we do publish guidance relevant to your request on the CAA website, please use the links below:

[http://publicapps.caa.co.uk/docs/33/CAP1228\\_Quality\\_standards\\_Reg\\_EC1170\\_2006.pdf](http://publicapps.caa.co.uk/docs/33/CAP1228_Quality_standards_Reg_EC1170_2006.pdf)

<http://publicapps.caa.co.uk/docs/33/CAP%201411%20DEC16.pdf>

<http://publicapps.caa.co.uk/docs/33/SafetyNotice2015001.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](mailto: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.