

[REDACTED]
[REDACTED]

14 August 2017
Reference: F0003291

Dear [REDACTED]

I am writing in respect of your recent request of 15 July 2017, for the release of information held by the Civil Aviation Authority (CAA). Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request:

'I would like to know how many complaints have been logged regarding Easy Jet and Ryan Air within the last 2 years, with the complaints broken down by category.'

Our response:

Classification	Easyjet	Ryanair
Delay	1303	781
Cancellation	663	187
Missed connection	2	0
Diversion	47	42
Denied boarding	134	56
Reduced mobility support	38	46
Baggage	62	84
At the airport	55	48
Codeshare	1	0
Downgrade	1	0
In flight	23	22
Medical	2	0
Pre-departure	18	28
Refunds	61	43
Reservations	19	24
Safety	4	3
Schedule changes	4	4
Special needs	1	1
Taxes, fees and charges	9	14
Total	2447	1383

Civil Aviation Authority

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

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

The information in the table covers the period from 1/8/2015 to 31/7/2017 for all complaints submitted to the CAA, including cases that we rejected due to them being outside the regulations or after 1st June 2016 when Easyjet and Ryanair were signed up to an [Alternative Dispute Resolution \(ADR\)](#) provider.

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.