

[REDACTED]  
[REDACTED]

7 February 2018  
Reference: F0003557

Dear [REDACTED]

I am writing in respect of your recent request of 10 January 2018, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*'I am writing to request information regarding the number of complaints you received in 2017. I am only interested in complaints relating to airlines, not airports.*

*I would like to know the number of complaints per airline for the total of 2017.'*

Our response:

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

The information you have requested can be found in attachment 1. It contains all complaints received by the Passenger Advice and Complaints Team (PACT) in 2017, regardless of whether they were accepted under Regulation (EC) No 261/2004 or not.

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.

Airline	Complaints
	0
Adria Airways	1
Aegean Airlines	16
Aer Arann	1
Aer Lingus	102
Aero Mexico	11
Aeroflot	23
Air Algerie	3
Air Arabia	4
Air Asia	1
Air Baltic	13
Air Berlin	7
Air Blue	1
Air Bucharest	13
Air Canada	26
Air Caraibes Atlantique	1
Air China	7
Air Corsica	1
Air Europa	64
Air France	61
Air India	35
Air Malta	4
Air Mauritius Ltd	10
Air Moldova International	8
Air New Zealand Ltd	5
Air Nostrum	1
Air One	1
Air Serbia	1
Air Transat	47
Alba Star	3
Alitalia	125
American Airlines	207
Arik Air	26
Arkia	1
AS	1
Asiana Airlines	1
ASL Airlines	61
Atlasjet International	9
Aurigny Air Services	5
Austrian Airlines	6
Avianca Colombia	18
Azerbaijan Airlines (Azal)	1
Azul Airlines	1
BH Air	21
Biman Bangladesh Airlines	23
Blue Air	52
Blue Islands	8
BMI Regional	139
BOA - Boliviana de Aviación	1

Borajet	1
British Airways	519
Brussels Airlines	31
Bulgaria Air	33
Cathay Pacific Airways	37
China Eastern Airlines	6
China Southern	8
City Jet	7
Citywing	2
Cobalt Aero	13
Cobrex Trans	1
Comtel Air	1
Condor	2
Croatia Airlines	8
CSA Czech Airlines	6
Cubana	1
Delta Airlines	41
Eastern Airways	14
Easyjet Airline Company	555
Easyjet Switzerland	4
Egypt Air	6
El Al	11
Ellinair	2
Emirates	351
Enter Air	33
ernest airlines	1
Ethiopian Airlines	12
Etihad Airways	114
Eurowings Luftverkehrs	25
EVA Air	1
Finnair	17
Flybe	45
FlyDubai	1
Flyone	1
Freebird Airlines	9
Garuda Indonesia	13
Germanwings	8
GOL	1
Gulf Air	32
Hainan	3
Holidays4u	1
Helvetic Airways	1
Hi Fly	1
HOP!	1
Iberia	243
Icelandair	10
InterCaribbean Airways	1
Iran Air	5
Iraqi Airways	1
Israir Airlines	4

Jet Airways	51
Jet2	155
Jetairfly	1
Kenya Airways	15
KLM	134
Korean Air	1
Kuwait Airways	8
La Compagnie	2
LAN Chile	1
LATAM	3
LIAT	1
Loganair	21
LOT Polish Airlines	20
Lufthansa	78
Luxair	1
Malaysian Airlines System -MAS	124
MEA Middle East Airlines	1
Med-View Airline	45
Meridiana Air	4
Mistral Air	2
Monarch Airlines	99
Montenegro Airlines	1
Norwegian Air Shuttle	644
Nouvelair Tunisie	1
Olympic Air	2
Oman Air	27
Onur Air	7
Orbest	1
Other airline	4
Pakistan International Airlines PIA	83
Pegasus Airlines	29
Philippine Airlines	24
Plus Ultra Líneas Aéreas	1
Precision Air	1
Privilege Style	47
Qantas	52
Qatar Airways	156
Royal Air Maroc	55
Royal Brunei Airlines	6
Royal Jordanian	6
Ryanair	316
S7 - Siberian Airlines	1
SAS	16
Sata	2
Saudi Arabian Airlines	31
Sea Air	1
Shaheen Air	15
Sichuan Airlines	1
Singapore Airlines	18
Sky Wings Airlines	1

Sky Work Airlines	1
Small Planet Airlines	242
SmartWings	15
South African Airways	3
Srilankan Airlines	7
Stansted	1
Stobart Air	30
Sun Air Of Scandinavia	2
Sunwing Airlines Inc	3
Swiss Airlines	48
TAM Linhas Aereas	7
TAP Portugal	15
Tarom	4
Thai Airways International	67
Thai Lion Air	1
Thomas Cook Airlines	123
Thomson Airways	232
Tianjin Airlines	1
Titan Airways	11
TRANSAT	1
Transavia	4
Transavia France	1
Travel Service Airlines	8
Tunisair	9
Turkish THY Turk Hava Yollari	45
Turkmenistan Airlines	14
Ukraine International Airlines	33
United Airlines	91
unknown	1
US Airways	4
Uzbekistan Airlines	2
Vanair Europe As	2
Vietnam Airlines	15
Virgin Atlantic Airways	84
VivaColombia	1
Volotea	9
Vueling Airlines	306
WestJet	22
Wideroe Flyveselskap A/S	1
Wizz Air	105
WizzTours	1
WOW Air	97
<b>Total</b>	<b>7414</b>