

[REDACTED]
[REDACTED]

15 February 2018
Reference: F0003573

Dear [REDACTED]

I am writing in respect of your recent request of 24 January 2018, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

'I am requesting a confirmation email from you that flight EZY802 from Edinburgh to Gatwick on 24th June 2016 0625hrs was cancelled.

I need the confirmation for travel insurance reasons.

I have tried to get this confirmation from EasyJet to no avail. Eventually through CEDR they have given me some compensation but no confirmation that the flight was cancelled. The lack of communication from EasyJet has been utterly deplorable.

It has been a long drawn out affair so help in this regard would be most appreciated.'

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 is not held by the CAA. You may wish to contact Gatwick airport or Edinburgh Airport who may hold the information you are requesting.

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.

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.