

[REDACTED]
[REDACTED]

5 March 2018
Reference: F0003589

Dear [REDACTED]

I am writing in respect of your recent request of 5 February 2018, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

** Please disclose the number of complaints about airlines received by the CAA in 2016 and 2017;
* For 2017, please provide a breakdown showing: * the airline * the number of complaints * the nature of the complaint/s * what action was taken.**

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), the number of complaints about airlines received by the CAA in 2016 and 2017 can be found in the table below:

Year	Number of complaints
2016	12224
2017	7420

A breakdown on the number of complaints received in 2017 can be in the attached Excel spreadsheet.

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

[REDACTED]
[REDACTED]
[REDACTED]

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	Delay	Cancellation	Missed connection	Diversion
Aegean Airlines	4	4	2	0
Aer Lingus	17	33	2	0
Aero Mexico	1	4	0	0
Aeroflot	12	1	3	1
Air Algerie	1	0	0	0
Air Arabia	2	0	0	0
Air Asia	0	0	0	0
Air Baltic	5	1	3	0
Air Berlin	1	0	0	0
Air Blue	1	0	0	0
Air Bucharest	5	7	0	0
Air Canada	0	1	0	0
Air Caraibes Atlantique	1	0	0	0
Air Corsica	0	1	0	0
Air Europa	44	7	4	1
Air France	14	4	4	0
Air Malta	1	0	0	0
Air Mauritius Ltd	4	4	0	0
Air Moldova	4	1	0	0
Air New Zealand Ltd	2	0	0	0
Air Serbia	1	0	0	0
Air Transat	28	2	1	0
Alba Star	2	0	0	0
Alitalia	32	15	10	0
American Airlines	61	36	27	2
Arik Air	0	4	0	0
ASL Airlines	43	10	0	0
Atlas Global	5	3	0	0
Aurigny Air Services	3	1	0	0
Austrian Airlines	0	1	0	0
Avianca Colombia	13	2	0	0
Azerbaijan Airlines (Azal)	1	0	0	0
Azul Airlines	1	0	0	0
BH Air	18	0	0	0
Biman Bangladesh Airlines	19	0	1	0
Blue Air	31	2	0	0
Blue Islands	1	5	0	0
BMI Regional	47	80	0	0
BOA - Boliviana de Aviación	1	0	0	0
Borajet	0	0	0	0
British Airways	9	5	3	2
Brussels Airlines	1	0	2	0
Bucharest Airlines	0	1	0	0
Bulgaria Air	22	3	0	0
Cathay Pacific Airways	17	3	5	2
China Eastern Airlines	0	0	2	1
China Southern	1	1	1	0
City Jet	2	2	0	0
Citywing	0	0	0	0

Cobalt Aero	3	6	0	0
Cobrex Trans	0	1	0	0
Condor	2	0	0	0
Croatia Airlines	1	0	0	0
CSA Czech Airlines	2	0	0	0
Cubana	1	0	0	0
Delta Airlines	12	5	5	0
Eastern Airways	5	3	1	0
EasyJet	10	6	0	0
Easyjet Switzerland	3	1	0	0
El Al	5	4	0	0
Ellinair	2	0	0	0
Emirates	109	45	93	2
Enter Air	27	1	0	0
ernest airlines	0	0	1	0
Ethiopian Airlines	4	2	1	0
Etihad	30	9	19	1
Eurowings	3	0	0	0
Eva Air	0	0	0	0
Finnair	4	4	4	0
Flybe	0	0	0	0
FlyDubai	0	0	0	0
Freebird Airlines	7	0	0	0
Garuda Indonesia	5	2	0	0
Germanwings	2	0	0	0
Gulf Air	9	4	5	0
Hainan	2	0	0	0
Halidays4u	1	0	0	0
Helvetic Airways	0	1	0	0
Hi Fly	1	0	0	0
Iberia	104	46	25	3
Icelandair	2	2	1	0
InterCaribbean Airways	1	0	0	0
Iran Air	2	1	0	0
Iraqi Airways	1	0	0	0
Israir	3	0	0	0
Jet Airways	14	5	7	0
Jet2	90	4	0	11
Jetairfly	1	0	0	0
Kenya Airways	5	1	0	0
KLM	17	16	8	0
Korean Air	1	0	0	0
Kuwait Airways	4	1	1	0
La Compagnie	1	1	0	0
LAN Chile	1	0	0	0
LATAM	0	0	1	0
LIAT	0	0	0	0
Loganair	9	4	0	0
LOT Polish Airlines	11	2	2	0
Lufthansa	8	6	3	0

Luxair	0	1	0	0
Malaysian Airlines System -MAS	55	15	10	0
MEA Middle East Airlines	0	0	0	1
Medview Airline	17	5	1	0
Meridiana Air	1	1	0	0
Mistral Air	2	0	0	0
Monarch	32	4	0	0
Montenegro Airlines	0	0	0	0
Norwegian	426	103	9	8
Nouvelair Tunisie	1	0	0	0
Olympic	0	0	0	0
Oman Air	7	5	2	0
Onur Air	6	0	0	0
Pakistan international airline (PIA)	45	12	0	1
Pegasus Airlines	10	3	1	0
Philippine Airlines	7	7	0	0
Plus Ultra Lineas Aereas	1	0	0	0
Privilege Style	42	0	0	0
Qantas	24	6	1	1
Qatar Airways	49	18	46	1
Rossiya Airlines	0	0	0	0
Royal Air Maroc	11	8	2	1
Royal Brunei Airlines	4	1	0	0
Royal Jordanian	4	0	0	0
Ryanair	7	0	0	0
S7 - Siberian Airlines	0	0	0	0
SAS	6	4	0	0
Sata	1	1	0	0
Saudi Arabian Airlines	11	11	1	0
Sea Air	0	1	0	0
Shaheen Air	9	4	0	0
Sichuan Airlines	0	1	0	0
Singapore Airlines	7	2	3	0
Sky Wings Airlines	1	0	0	0
Small Planet Airlines	193	5	0	0
Smart Wings	12	0	0	0
Srilankan Airlines	0	1	3	0
Stansted	0	0	0	0
Stobart Air	13	6	3	0
Sun Air Of Scandinavia	0	1	0	0
Sunwing Airlines Inc	3	0	0	0
Swiss Airlines	0	3	2	0
TAM Linhas Aereas	2	1	0	0
Tarom	2	0	0	0
Thai Airways International	44	2	1	0
Thai Lion Air	0	0	0	0
Thomas Cook	1	0	0	0
Thomson	10	1	0	0
Titan Airways	7	0	0	1
Transavia	2	1	0	0

Transavia France	0	0	0	0
Travel Service Airlines	2	0	0	0
Tunisair	3	0	0	0
Turkish Airlines	0	1	0	0
Turkmenistan Airlines	12	0	2	0
Ukraine International Airlines	12	4	4	0
United Airlines	47	9	10	0
Unknown	6	1	1	0
US Airways	3	1	0	0
Uzbekistan Airlines	0	0	0	0
Vanair Europe As	0	1	0	0
Vietnam Airlines	15	0	0	0
Virgin Atlantic Airways	6	4	0	1
Volotea	7	0	0	0
Vueling	111	88	4	7
Westjet	11	6	2	0
Wideroe Flyveselskap A/S	0	1	0	0
Wizz Air	0	0	0	0
WOWAir	65	11	2	0

Denied boarding	Downgrade	Baggage	Non-Statutory	Total
1	0	3	0	14
4	0	14	10	80
1	0	2	3	11
1	0	3	0	21
0	0	1	0	2
1	0	0	1	4
0	0	1	0	1
0	0	0	0	9
1	0	3	1	6
0	0	0	0	1
0	0	0	0	12
0	0	1	0	2
0	0	0	0	1
0	0	0	0	1
1	0	4	1	62
3	1	6	4	36
1	0	1	0	3
0	0	2	0	10
0	0	0	0	5
1	0	1	1	5
0	0	0	0	1
1	0	1	4	37
0	0	0	0	2
6	0	35	10	108
7	1	6	9	149
0	0	0	1	5
0	0	0	0	53
0	0	0	0	8
0	0	0	0	4
0	0	0	0	1
2	0	1	0	18
0	0	0	0	1
0	0	0	0	1
0	0	1	0	19
0	0	2	1	23
0	0	3	2	38
0	0	0	1	7
1	0	0	2	130
0	0	0	0	1
0	0	0	1	1
3	3	0	15	40
0	0	1	0	4
0	0	0	0	1
0	0	2	0	27
1	0	3	1	32
0	0	0	1	4
0	0	1	0	4
0	0	1	0	5
0	0	0	2	2

0	0	2	2	13
0	0	0	0	1
0	0	0	0	2
1	0	0	0	2
0	0	0	0	2
0	0	0	0	1
1	0	3	1	27
1	0	0	1	11
2	0	2	3	23
0	0	0	0	4
0	0	1	0	10
0	0	0	0	2
11	1	33	13	307
0	0	0	0	28
0	0	0	0	1
2	0	0	2	11
7	1	23	8	98
1	0	1	0	5
1	0	0	0	1
1	0	3	0	16
1	0	0	2	3
1	0	0	0	1
0	0	0	0	7
0	0	4	2	13
0	0	0	0	2
0	0	7	1	26
0	0	0	0	2
0	0	0	0	1
0	0	0	0	1
0	0	0	0	1
10	1	34	5	228
1	0	1	1	8
0	0	0	0	1
0	0	0	0	3
0	0	0	0	1
1	0	0	0	4
3	1	16	2	48
2	0	11	12	130
0	0	0	0	1
0	0	4	1	11
4	0	15	10	70
0	0	0	0	1
0	0	1	1	8
0	0	0	0	2
0	0	0	0	1
0	0	1	0	2
0	0	1	0	1
1	0	3	1	18
0	0	1	0	16
0	0	0	0	17

0	0	0	0	1
2	1	15	15	113
0	0	0	0	1
3	0	6	5	37
1	0	0	0	3
0	0	0	0	2
2	0	0	7	45
0	0	1	0	1
12	1	19	14	592
0	0	0	0	1
0	0	1	0	1
1	0	7	0	22
0	0	0	0	6
1	0	10	3	72
1	0	6	2	23
1	0	1	1	17
0	0	0	0	1
0	0	0	1	43
0	0	1	3	36
10	1	10	5	140
0	0	1	0	1
1	0	20	1	44
0	0	1	0	6
0	0	1	0	5
1	0	1	12	21
0	0	1	0	1
0	0	0	0	10
0	0	0	0	2
0	0	2	2	27
0	0	0	0	1
0	0	0	0	13
0	0	0	0	1
0	0	1	2	15
0	0	0	0	1
1	0	7	0	206
0	0	0	0	12
1	0	1	1	7
0	0	0	1	1
2	0	1	1	26
0	0	0	0	1
0	0	0	0	3
0	0	0	0	5
1	0	1	0	5
0	0	1	0	3
1	0	5	5	58
1	0	0	0	1
0	0	0	3	4
1	0	0	3	15
0	0	0	0	8
0	0	1	0	4

0	0	1	0	1
0	0	0	0	2
1	0	0	0	4
1	0	0	1	3
0	0	0	0	14
3	0	6	1	30
1	0	0	4	71
0	0	1	3	12
0	0	0	0	4
0	0	0	1	1
0	0	0	1	2
0	0	0	0	15
0	0	1	6	18
0	0	0	0	7
14	0	28	17	269
0	0	0	0	19
0	0	0	0	1
0	0	0	2	2
3	0	6	2	89

Airline	Total Complaints	Accepted	Rejected
Adria Airways	1	0	1
Aegean Airlines	17	10	7
Aer Lingus	102	62	40
Aero Mexico	11	7	4
Aeroflot	22	19	3
Air Algerie	3	2	1
Air Arabia	4	2	2
Air Asia	1	1	0
Air Baltic	13	7	6
Air Berlin	7	1	6
Air Blue	1	1	0
Air Bucharest	12	5	7
Air Canada	26	1	25
Air Caraibes Atlantique	1	0	1
Air China	7	0	7
Air Corsica	1	0	1
Air Europa	64	46	17
Air France	62	9	53
Air India	35	1	34
Air Malta	4	3	1
Air Mauritius Ltd	10	6	4
Air Moldova	8	5	3
Air New Zealand Ltd	5	2	3
Air Nostrum	1	0	1
Air One	1	0	1
Air Serbia	1	1	0
Air Transat	47	30	17
Alba Star	3	2	1
Alitalia	126	85	41
American Airlines	207	105	102
Arik Air	26	5	21
Asiana Airlines	1	0	1
ASL Airlines	61	51	10
Atlas Global	9	8	1
Aurigny Air Services	5	3	2
Austrian Airlines	6	2	4
Avianca Colombia	18	14	4
Azerbaijan Airlines (Azal)	1	1	0
Azul Airlines	1	0	1
BH Air	21	17	4
Biman Bangladesh Airlines	23	20	3
Blue Air	52	34	18
Blue Islands	8	3	5
BMI	10	0	10
BMI Regional	140	122	18
BOA - Boliviana de Aviación	1	0	1
Borajet	1	0	1
British Airways	508	6	502
Brussels Airlines	31	2	29

Bucharest Airlines	1	0	1
Bulgaria Air	33	27	6
Cathay Pacific Airways	37	24	13
China Eastern Airlines	6	2	4
China Southern	8	2	6
City Jet	7	3	4
Citywing	2	0	2
Cobalt Aero	13	10	3
Cobrex Trans	1	1	0
Comtel Air	1	0	1
Condor	2	1	1
Croatia Airlines	8	1	7
CSA Czech Airlines	6	2	4
Cubana	1	0	1
Delta Airlines	41	17	24
Eastern Airways	14	9	5
EasyJet	556	1	555
Easyjet Switzerland	4	3	1
Egypt Air	6	0	6
El Al	11	9	2
Ellinair	2	0	2
Emirates	352	248	104
Enter Air	33	29	4
ernest airlines	1	0	1
Ethiopian Airlines	12	3	9
Etihad	115	74	41
Eurowings	25	2	23
Eva Air	1	0	1
Finnair	17	12	5
Flybe	45	0	45
FlyDubai	1	0	1
Flyone	1	0	1
Freebird Airlines	9	6	3
Garuda Indonesia	13	11	2
Germanwings	8	1	7
Gol Transportes Aéreos	1	0	1
Gulf Air	32	20	12
Hainan	3	1	2
Halidays4u	1	0	1
Helvetic Airways	1	1	0
Hi Fly	1	1	0
Iberia	243	172	71
Icelandair	10	3	7
InterCaribbean Airways	1	0	1
Iran Air	5	3	2
Iraqi Airways	1	1	0
Israil	4	4	0
Jet Airways	51	35	16
Jet2	155	92	63
Jetairfly	1	0	1

Kenya Airways	15	3	12
KLM	134	36	98
Korean Air	1	1	0
Kuwait Airways	8	5	3
La Compagnie	2	2	0
LAN Chile	1	0	1
LATAM	3	0	3
LIAT	1	0	1
Loganair	21	16	5
LOT Polish Airlines	20	13	7
Lufthansa	78	9	69
Luxair	1	1	0
Malaysian Airlines System -MAS	125	83	42
MEA Middle East Airlines	1	0	1
Medview Airline	45	30	15
Meridiana Air	4	3	1
Mistral Air	2	2	0
Monarch	99	32	67
Montenegro Airlines	1	1	0
Norwegian	644	541	103
Nouvelair Tunisie	1	1	0
Olympic	2	1	1
Oman Air	27	16	11
Onur Air	7	5	2
Orbest	1	0	1
Pakistan international airline (PIA)	83	62	21
Pegasus Airlines	29	13	16
Philippine Airlines	24	10	14
Plus Ultra Lineas Aereas	1	0	1
Precision Air	1	0	1
Privilege Style	47	43	4
Qantas	52	27	25
Qatar Airways	156	100	56
Rossiya Airlines	1	1	0
Royal Air Maroc	55	41	14
Royal Brunei Airlines	6	4	2
Royal Jordanian	6	3	3
Ryanair	316	4	312
S7 - Siberian Airlines	1	1	0
SAS	16	7	9
Sata	2	0	2
Saudi Arabian Airlines	31	22	9
Sea Air	1	0	1
Shaheen Air	15	13	2
Sichuan Airlines	1	0	1
Singapore Airlines	18	10	8
Sky Wings Airlines	1	1	0
Sky Works Airlines	1	0	1
Small Planet Airlines	242	186	56
Smart Wings	15	7	8

South African Airways	3	0	3
Srilankan Airlines	7	3	4
Stansted	1	1	0
Stobart Air	31	23	8
Sun Air Of Scandinavia	2	0	2
Sunwing Airlines Inc	3	0	3
Swiss Airlines	48	2	46
TAM Linhas Aereas	7	4	3
TAP Portugal	15	0	15
Tarom	4	2	2
Thai Airways International	67	50	17
Thai Lion Air	1	0	1
Thomas Cook	123	2	121
Thomson	232	2	230
Tianjin Airlines	1	0	1
Titan Airways	11	7	4
TRANSAT	1	1	0
Transavia	4	3	1
Transavia France	1	1	0
Travel Service Airlines	8	1	7
Tunisair	9	4	5
Turkish Airlines	45	0	45
Turkmenistan Airlines	14	14	0
Ukraine International Airlines	33	26	7
United Airlines	91	56	35
Unknown	15	5	10
US Airways	4	4	0
Uzbekistan Airlines	2	0	2
Vanair Europe As	2	1	1
Vietnam Airlines	15	13	2
Virgin Atlantic Airways	84	10	73
Viva Columbia	1	0	1
Volotea	9	6	3
Vueling	306	233	73
Westjet	22	14	8
Wideroe Flyveselskap A/S	1	1	0
Wizz Air	106	0	106
WOWAir	97	73	24

Accepted Complaint fell within the remit of the CAA to handle

Rejected Complaint fell outside the remit of the CAA to handle (for another NE

∃B, for ADR, no documents, etc)

Airline	Agree Comp Due	Agree Comp Not Due
Aegean Airlines	1	5
Aer Lingus	28	20
Aero Mexico	1	1
Aeroflot	14	0
Air Baltic	5	1
Air Canada	0	1
Air Europa	41	3
Air France	5	3
Air Malta	0	0
Air Mauritius Ltd	1	5
Air Moldova	1	0
Air New Zealand Ltd	2	0
Air Transat	24	0
Alba Star	1	0
Alitalia	38	15
American Airlines	40	30
ASL Airlines	5	22
Atlas Global	2	0
Aurigny Air Services	0	3
Avianca Colombia	5	5
Azerbaijan Airlines (Azal)	1	0
BH Air	0	0
Blue Air	29	3
Blue Islands	0	2
BMI Regional	23	0
British Airways	1	2
Bulgaria Air	1	3
Cathay Pacific Airways	11	11
China Eastern Airlines	0	0
China Southern	0	2
City Jet	0	2
Cobalt Aero	5	0
Condor	1	0
CSA Czech Airlines	1	0
Delta Airlines	8	2
Eastern Airways	3	3
Easyjet Switzerland	2	1
El Al	6	2
Emirates	25	71
Enter Air	20	0
Ethiopian Airlines	2	0
Etihad	13	10
Eurowings	1	0
Finnair	4	5
Freebird Airlines	1	5
Garuda Indonesia	6	1
Gulf Air	7	1
Hainan	0	1
Helvetic Airways	1	0

Iberia	100	14
Icelandair	3	0
Iran Air	3	0
Jet Airways	16	9
Jet2	18	51
Kenya Airways	1	0
KLM	16	18
Korean Air	1	0
Kuwait Airways	0	1
La Compagnie	2	0
Loganair	5	8
LOT Polish Airlines	7	5
Lufthansa	1	3
Malaysian Airlines System -MAS	54	11
Medview Airline	0	0
Meridiana Air	1	0
Monarch	10	13
Montenegro Airlines	0	1
Norwegian	401	107
Oman Air	6	5
Onur Air	0	1
Pakistan international airline (PIA)	4	2
Pegasus Airlines	2	5
Philippine Airlines	6	0
Privilege Style	0	43
Qantas	20	4
Qatar Airways	55	22
Rossiya Airlines	0	1
Royal Air Maroc	2	4
Royal Brunei Airlines	1	0
Royal Jordanian	0	0
Ryanair	0	2
SAS	1	5
Saudi Arabian Airlines	13	1
Singapore Airlines	7	0
Sky Wings Airlines	0	1
Small Planet Airlines	171	6
Smart Wings	3	1
Srilankan Airlines	0	1
Stobart Air	10	6
Swiss Airlines	1	1
TAM Linhas Aereas	1	0
Tarom	1	1
Thai Airways International	37	0
Thomas Cook	0	2
Thomson	0	1
Titan Airways	3	0
TRANSAT	1	0
Transavia	1	1
Transavia France	1	0

Travel Service Airlines	0	0
Turkmenistan Airlines	0	1
Ukraine International Airlines	10	4
United Airlines	25	25
Unknown	1	1
US Airways	1	0
Vanair Europe As	0	1
Vietnam Airlines	0	13
Virgin Atlantic Airways	2	7
Volotea	1	0
Vueling	108	70
Westjet	8	5
WOWAir	52	20

Disagree Comp Due	Total
1	7
4	52
1	3
1	15
1	7
0	1
1	45
1	9
1	1
0	6
0	1
0	2
0	24
1	2
4	57
27	97
0	27
4	6
0	3
0	10
0	1
5	5
0	32
1	3
5	28
0	3
0	4
0	22
2	2
0	2
0	2
3	8
0	1
0	1
0	10
0	6
0	3
1	9
119	215
0	20
0	2
23	46
1	2
2	11
0	6
0	7
0	8
0	1
0	1

Agree Comp Due
 Agree Comp Not Due
 Disagree Comp Due

34	148
0	3
0	3
1	26
13	82
1	2
2	36
0	1
1	2
0	2
2	15
0	12
1	5
8	73
1	1
0	1
5	28
0	1
25	533
1	12
1	2
5	11
1	8
0	6
0	43
3	27
6	83
0	1
1	7
0	1
2	2
0	2
1	7
1	15
2	9
0	1
2	179
2	6
2	3
1	17
0	2
0	1
0	2
0	37
0	2
0	1
1	4
0	1
0	2
0	1

1	1
0	1
9	23
1	51
0	2
2	3
0	1
0	13
0	9
0	1
18	196
1	14
0	72

CAA Agreed with the airline that compensation was due

CAA Agreed with the airline that compensation was not due

CAA considered compensation was due, but the airline did not agree