

[REDACTED]
[REDACTED]

26 April 2018
Reference: F0003667

Dear [REDACTED]

I am writing in respect of your recent request of 27 March 2018, 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:

'FOI request – ADI Check – Before adopting ADI as a recognised assistance dog

1. Can I please see the checks the CAA carried out on Assistance Dogs International (ADI) to ensure they operated in every country

We would not audit ADI to make sure they operated in every country. We only have a remit to regulate flights from the UK or flights into the UK from an airport outside the EU, if the airline is EU registered.

2. Can I please see the check made to ensure all EU countries have an ADI program so CAA and carriers complies with EU regulations

We do not fully understand your question as we would not audit EU countries and we do not know what an 'ADI program' is. Please can we ask you to clarify what you mean.

3. Can I please see the checks you made to ensure ADI cater for mental health disabilities

We have not audited ADI in this regard. However, we have reviewed the organisation's services and note that its members cover a range of disabilities including mental health disabilities.

4. What did the CAA or carriers put in place where there's no access to ADI program to ensure compliance with disability laws

The CAA amended its Safety Notice and has committed to reviewing the issue once it has completed relevant research which will include research on current practices by carriers. This is not yet completed.

5. What check did CAA make to ensure ADI a foreign organisation was compliant with EU and UK regulations on disability including Human Rights

We amended the Safety Notice to ensure that ADI was not the only organisation mentioned in the Notice. We have not done a general "Human Rights" check on ADI as this is not our remit. Reference was made to ADI and IGDF in the original Safety Notice as these were recognised organisations under the definition of an assistance dog contained in ECAC Doc. 30.

6. What check were made to ensure people with disabilities were not charged £366 at HARC or any other UK animal reception centre because of no ADI programs in their country?

We have not carried out a check as described. We audit airports regularly and receive individual consumer complaints, as part of our overall role which involves protecting the interests of all disabled passengers. We also have obliged UK airports to regularly survey disabled passengers. We rely on this to flag up issues in relation non-compliance with Regulation EC1107.

The CAA amended its Safety Notice and has committed to reviewing the issue once it has completed relevant research. This includes reviewing HARC's charging structure.

7. Please supply a copy of the ADI Public Access Test that is used worldwide as a model, that was given at any ITWG meetings or before we meet in April 2017.

We are not clear on what information you are seeking; please can you clarify what you are seeking, so that we can identify relevant information to your request.

8. At any of the ITWG meetings was the CAA and other attendees given a copy of ADI's Public Access Test.

We do not recall being given a copy of ADI's Public Access Test.

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 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.