

[REDACTED]

27 April 2018
Reference: F0003685

Dear [REDACTED]

I am writing in respect of your recent request of 19 April 2018, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

- *How many Air Canada flights have there been between Toronto Lester B Pearson Airport and Dublin International Airport in the period 1 Jan 17 – 31 Jan 18?*
- *How many of these flights have been delayed?*
- *How many of these flights have been cancelled?*
- *How many complaints have been received by Air Canada in relation to the delay or cancellation of the afore-mentioned flights?*
- *How many passengers have received compensation in relation to these complaints?*
- *How many complaints have been received in relation to Flight No AC 842 scheduled to depart from Toronto at 22:30 hrs on 2 Jan 18 and delayed for over 24 hrs?*
- *How many passengers have received compensation in relation to these complaints?*

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

We collect and publish airport traffic statistics, including flight punctuality, but only in relation to UK airports. Similarly, the CAA is the National Enforcement Body (NEB) for European legislation which gives passengers rights concerning delayed and cancelled flights, but only in relation to flights from the UK.

As a result we do not hold any information in relation to the majority of your questions. Regarding any complaints received in relation to Flight No AC 842 scheduled to depart from Toronto at 22:30 hrs on 2 Jan 18, the CAA received one complaint in relation to this flight.

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, appearing to read 'M Stevens', with a large, stylized initial 'M'.

Mark Stevens
External Response Manager

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.