

[REDACTED]

30 May 2018
Reference: F0003727

Dear [REDACTED]

I am writing in respect of your recent request of 18 May 2018, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

- 1. Does the CAA keep a list or database of named passengers who have risked the safety of airline passengers or staff or committed a criminal offence on an aircraft or in an airport?*
- 2. If question 1 is replied to in the positive, what is the criteria for inclusion on this list? If you are not able to answer this second part without going over cost limits please only answer question 1.*

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we do not hold the information requested.

The CAA does not keep records of passengers who have risked the safety of other passengers or staff, or committed a criminal offence on an aircraft or in an airport. Airlines have the right to refuse to carry passengers that they consider to be a potential risk, but it is up to individual airlines as to how they manage any record of such passengers.

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

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR. www.caa.co.uk

Telephone: 01293 768512. foi.requests@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'.

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.