

[REDACTED]

28 August 2018
Reference: F0003863

Dear [REDACTED]

I am writing in respect of your recent request of 20 August 2018, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

Over the last six months passengers at Belfast International airport have suffered horrendous waiting times (2hrs plus) to clear airport security many missing flights as a result of it. It has been widely reported in the media about staffing levels at the airport.

1/ How many complaints has the CAA received in relation to this matter ?

2/ Has the CAA been in contact with the airport owners/operators in relation to this matter ? if so please provide all correspondence?

3/ What sanctions can the CAA place on an airport like this who repeatedly failing its passengers ?

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.

We do not have a record of any complaints about security queuing times at Belfast International airport over the last six months.

There are no specific regulations for security queuing times for passengers at airports and the CAA does not have the power to regulate security queuing times at Belfast International airport.

In relation to sanctions, we have no legal powers to place conditions on an airport unless the airport has met the market power test in section 6 of the Civil Aviation Act 2012. In deciding whether an airport has met the test we have to make a market power determination as defined by the Act. In 2014 we determined that Heathrow and Gatwick

Civil Aviation Authority

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

Telephone: 01293 768512. foi.requests@caa.co.uk

airports passed the test, and they are now regulated by an economic licence. Also in 2014, we determined that Stansted Airport did not pass the test. We have not made market power determinations for any other airports, including Belfast International.

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', written in a cursive style.

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.