

[REDACTED]

4 September 2018
Reference: F0003892

Dear [REDACTED]

Thank you for your request of 3 September 2018, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

I am writing to you under the Freedom of Information Act 2000 to request the following information from CAA or British Airways:

- 1) Figures of how many complaints have been made to BA regarding their customer services in India in the last 12 months.*
- 2) Figures of how many refunds for seating charges have been paid by BA in the last 12 months.*
- 3) How many customers have complained regarding a flight delay on IB7521 LGW-LAS 29 MAY 2018 at 11:50.*
- 4) How many refunds/compensation fees have been issued in relation to the above mentioned flight.*

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 monitor complaints made to British Airways, and since the introduction of Alternative Dispute Resolution (ADR) in the aviation sector we no longer accept complaints about British Airways, or indeed any airline where an option to use ADR exists.

If you are dissatisfied with a response from British Airways about a delayed flight and you wish to pursue your claim, you should contact the ADR provider designated to handle British Airways complaints:

Civil Aviation Authority

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

Telephone: 01293 573135. foi.requests@caa.co.uk

Centre for Effective Dispute Resolution (CEDR)
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Telephone: +44 (0)20 7536 6099
Fax: +44 (0)845 1308 117

Email: aviation@cedr.com
Website: www.cedr.com/aviation
Twitter: [@CEDRconsumerADR](https://twitter.com/CEDRconsumerADR)

More information about Alternative Dispute Resolution can be found on our website at <http://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-to-make-a-complaint/>

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



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.