

[REDACTED]
[REDACTED]

24 October 2018
Reference: F0003982

Dear [REDACTED]

Thank you for your request of 18 October 2018, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

'Could I please be sent details of:

- the percentage of passenger no shows for British Airways flights from LHR to New Delhi'*
- How many people have been 'down graded' due to British Airways over selling seats on flights from LHR to New Delhi*

I'm particularly interested in figures between October 2017-to date.'

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.

As the UK's aviation regulator, we work to ensure that the aviation industry meets the highest safety standards and that consumers are protected and treated fairly when they fly. But we do not have a role in day-to-day airline operations, and we do not gather or hold information on numbers of no shows or downgrades.

Information about your rights when you are downgraded, along with advice about how to pursue a claim, can be found on our website at <https://www.caa.co.uk/Passengers/Resolving-travel-problems/Delays-cancellations/Your-rights/Your-rights-when-you-are-downgraded/>

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:-

Civil Aviation Authority

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

Email: foi.requests@caa.co.uk

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.

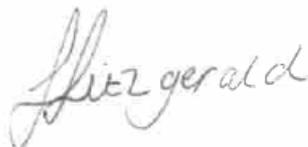
Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

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 cursive script that reads "Jade Fitzgerald".

Jade Fitzgerald
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.