

[REDACTED]

14 February 2019
EIR Reference: E0004117

Dear [REDACTED]

Thank you for your request of 29 January 2019, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

As part of a research project related to air pollution, I am writing to request for information pertaining to the closures/shutdowns of airspaces and/or airports between 2009 and 2011 (for example, during the 2010 Ash Cloud). Could you please supply details of airport and airspace closures in these 3 years (with details of time, date, airport/airspace affected, reason of closure)?

Our response:

Having considered your request in line with the provisions of the Environmental Information Regulations 2004 (EIR), we are able to provide the information below.

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 operations, so we are not routinely informed of short-term local airport or airspace closures for operational reasons.

In terms of more large scale closures, we believe the 2010 Ash Cloud was the only such event during that period. Details of the event, including a timeline, can be found on our website at:

<https://www.caa.co.uk/Safety-initiatives-and-resources/Safety-projects/Volcanic-ash/A-history-of-ash-and-aviation/>

We do not have a record broken down by the times each airport or area of airspace was affected but there is more information available on the websites of [NATS](#) and [Eurocontrol](#) that might be helpful.

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 requests under the Environmental Information Regulations. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right 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.