

[REDACTED]

6 March 2019
Reference: F0004155

Dear [REDACTED]

Thank you for your request of 25 February 2019, for the release of information held by the Civil Aviation Authority (CAA). We have considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA).

To provide some background, the CAA regulates security arrangements at UK airports and for air carriers, cargo and in-flight suppliers to ensure that the relevant entities comply with UK and international security requirements.

1. *The number of complaints filed by members of the public against employees, per year, 2014 through 2018 inclusive, comparing LHR to LGW, and comparing security personnel to other personnel.*

The CAA does not hold this information as we do not have a role to accept or investigate complaints from members of the public against airport employees. Although we do occasionally receive such correspondence, we reply by advising that these complaints are for the airport operators themselves to respond to. Only the airport operators would hold this information.

2. *The number of claims by LHR employees to have received abuse from members of the public, per year, 2014 through 2018 inclusive, comparing LHR to LGW, and comparing security personnel to other personnel.*

The CAA does not hold this information.

3. *The number of confiscations on the grounds of security by LHR employees of private property from members of the public, per year, 2014 through 2018 inclusive, comparing LHR to LGW.*

The CAA does not hold this information.

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'.

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.