

7 December 2015  
Reference: F0002564

Dear XXXX

I am writing in respect of your recent request of 17 November 2015, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*'Reference to Easy Jet Airline Co Ltd Flight EZY8633 LGW to PMI Scheduled to depart LGW at 17:00 UTC Aircraft G-EZWF ("The Flight") on Friday 4th September 2015:*

- 1. Please advise if the Flight was subject to an aircraft traffic control management decision in the form of a delayed departure slot*
- 2. If so did air traffic control delay the departure slot until 20:58 UTC ?*
- 3. Did Easyjet request any earlier slot between the scheduled slot 17:00 UTC and the delayed slot 20:58 UTC ?*
- 4. Were there any available slots between 17:00 UTC and 20:58 UTC that if requested by Easyjet could have been given for the Flight ?'*

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

There are two types of slot and the CAA only holds information on one of the two types.

1. An Air Traffic Control (ATC) slot is allocated in order to avoid ATC sector overloads and to ensure aircraft spend the minimum amount of time holding in the air. Eurocontrol's Network Manager centrally manages the daily tactical allocation of ATC slots on behalf of Member States' air navigation service providers. The CAA does not hold data on ATC slots, therefore we are unable to answer the questions in your request.
2. At the majority of large commercial airports a slot is required in order to operate flights to the airport. A slot co-ordinator (Airport Coordination Ltd in the UK) allocates

**Civil Aviation Authority**

Aviation House Gatwick Airport South Gatwick RH6 0YR. [www.caa.co.uk](http://www.caa.co.uk)

Telephone: 01293 768512. [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

slots to operators in order to maximise the use of declared runway and terminal capacity. The CAA subscribes to this slot data, and does hold such information. I can advise that easyJet held a 1700UTC slot for the flight EZY8633 from Gatwick to Palma and did not apply for a slot at a different time on the date of the delayed flight in question.

If you are seeking compensation for a delayed flight, details of your rights and how the CAA can assist you can be found on our website at <http://www.caa.co.uk/default.aspx?catid=2226&pageid=15601>.

If you wish us to investigate further, you can submit your complaint through our online form at <http://www.caa.co.uk/default.aspx?catid=2211&pageid=12725>.

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](mailto:caroline.chalk@caa.co.uk)

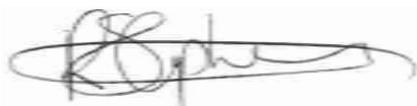
The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

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  
[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely



Rihanne Stephen  
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.