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20 August 2021  
Reference: F0005359

Dear ██████████

Thank you for your request of 21 July 2021, for the release of information held by the Civil Aviation Authority (CAA).

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.

*1. How many complaints do you have around the surrey hills of low flying helicopters?*

Complaints relating to aviation noise or low flying are typically submitted to the CAA via the FCS1521 form on our [website](#). We have carried out a search of such submissions and other correspondence and have identified two complaints mentioning the Surrey Hills and helicopters.

*2. I have sent 3 complaints and not had any replies. Do you ever respond to complaints?*

This question is not a request for recorded information, therefore we have not considered it as a request under the FOIA.

To answer your question, the CAA will scrutinise all submissions made via our FCS1521 form to determine the facts of the matter and enable an appropriate response. If you are able to forward a copy of the complaints you have submitted to [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk) then we will pass them to the correct team so that they can respond to you.

*3. What are the rules for having barrage balloons on our property?*

The rules that apply to captive balloons are set out in [Article 92 of the Air Navigation Order 2016](#).

The CAA's Airspace Regulation (Utilisation) team provide permissions to operate Captive Balloons above 60 Metres or inside an Aerodrome Traffic Zone or within notified airspace. Any such permission for Captive Balloons included the following text, regarding landowners.

**Civil Aviation Authority**

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. [www.caa.co.uk](http://www.caa.co.uk)

Email: [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

“The permission only addresses the flight safety aspects of the operation and does not constitute permission to disregard the legitimate interests of the landowner, other statutory bodies such as the Police and Emergency Services, the Highway Agency, local authorities (and their agents) or any other statutory body. Particular attention is drawn to Section 82 of the Civil Aviation Act 1982, the Civil Aviation (Aerial Advertising) Regulations, and the Town & Country Planning (Control of Advertisements) Regulations. The Civil Aviation Authority has no power to grant permission under, or to exempt from these regulations, and this document does not represent such permission or exemption.

The balloon Operator is responsible for obtaining the permission of the person(s) in charge of any vessel, vehicle or structure within 60 metres of the balloon whilst in flight (article 92(5)(b) of the Air Navigation Order 2016 refers)”.

Anyone looking to launch a balloon should contact [arops@caa.co.uk](mailto:arops@caa.co.uk) for their application to be assessed against airspace restrictions, both permanent and temporary.

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:-

██████████ [@caa.co.uk](mailto:██████████@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 out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

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>.

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**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.