

[REDACTED]

Date: 30 April 2024
Reference: F0006795

Dear [REDACTED]

Thank you for your request of 14 April 2024, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

2022

2023

2024 (01/01/2024 - whatever date you last have data for)[NOTE: the 2024 data provided is to Monday 29 April 2024, the date your systems were reviewed]

Can you provide the number of complaints by month split out by airline and airport?

Can you also split the data by category of complaint, for example, categories could be lost luggage, complaint against staff etc (whatever categories you have).

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that the CAA holds information within scope of the above enquiry; please find attached the information being released to you.

It should be noted that the attached information related to complaints received by the CAA directly from affected passengers. It is possible that individuals may have approached their airline direct and engaged with them on an individual basis without the involving the CAA.

Please also note that all complaints require an airline, a departure airport and an arrival airport to be submitted to the UK CAA. That is to say each individual complaint is not necessarily attributed directly to the associated airline/airport.

Finally the supplied information relates to all complaints received regardless of outcome; this means that some of the listed entries may not have been investigated.

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:-

FOI.Requests@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

Civil Aviation Authority

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. www.caa.co.uk

Email: foi.requests@caa.co.uk

below. 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 FOI - Freedom of Information (caa.co.uk).

Yours sincerely

Freedom of Information Team
Information Rights Specialist

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.

