

[REDACTED]

Date: 22 August 2022
Reference: F0005789

Dear [REDACTED]

Thank you for your request of 28 July 2022, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

I would like to know if flight number BA937 scheduled to depart at 1045hrs from Dusseldorf to London Heathrow on October 1st, 2021 actually did take off without (all) passengers.

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 relevant to your request and am able to confirm that British Airways flight BA 937 between Dusseldorf - Heathrow on 1st October 2021 did operate. Please find below timings received by the CAA which were provided to us by Heathrow Airport Authorities (whom themselves are supplied with the details by handling agents or the airlines themselves).

It should be noted that the CAA does not hold details of passenger listings or whether or not flights operate with all expected/booked passengers:

ARRIVAL DETAILS AT HEATHROW:

Actual Runway time: 10:03*
Actual gate time: 10:09
Planned gate time: 10:15

*All times are quoted in GMT.

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 in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

Civil Aviation Authority

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

Email: foi.requests@caa.co.uk

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

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.