

[REDACTED]

Date: 12 September 2023  
Reference: F0006457

Dear [REDACTED]

Thank you for your request of 4 September 2023, for the release of information held by the Civil Aviation Authority (CAA). For reference your original request was as follows:

*I would like to request the number of lost luggage complaints dealt with by the Civil Aviation Authority's Passenger Advice and Complaints team between 2018 and 2022.*

*Specifically, I would like to know the number of complaints about each airport and airline in the UK, if possible.*

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA); please find attached the information being released to you.

As you can see some entries within the releasable information is supplied in the format 'fewer than 5'. Information is being supplied in this format as the release of the actual figure is likely, if placed within the public domain, offer sufficient contextual information which could, in the hands of skilled committed researchers, when combined with other sources of information, lead to the identification of individuals the present format – fewer than 5 – is designed to protect.

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 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

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)

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.