

[REDACTED]

Date: 16 October 2023  
Reference: F0006492

Dear [REDACTED]

Thank you for your request of 26 September 2023, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

- 1. How many suitcases have been misplaced or lost in all of the UK in the calendar year 2022, but the airport workers or airlines?*
- 2. How many of the aforementioned cases took place in Manchester Airport?*
- 3. How much average time does it take to retrieve lost suitcases and give them back to the customer?*

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 some information within scope of the above enquiry; if I may I shall address each of your points in turn:

**1. How many suitcases have been misplaced or lost in all of the UK in the calendar year 2022, but the airport workers or airlines?**

222

**2. How many of the aforementioned cases took place in Manchester Airport?**

43

**3. How much average time does it take to retrieve lost suitcases and give them back to the customer?**

Following a review of held information it has been determined that the CAA holds no information within scope of this element of your request.

It should be noted that the above figures are those held by the CAA (that is to say cases reported to us by individuals concerned). It is therefore possible that the figures are higher and those concerned have interacted with their airline/airport direct without choosing to engage with the CAA. The above, therefore, should be taken as information held by the CAA.

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:-

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)

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  
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.

