

[REDACTED]

Date: 2 May 2023
Reference: F0006205

Dear [REDACTED]

Thank you for your request of 11 April 2023, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

1) Number of complaints to the CAA against WizzAir from March 2022 until present day and what is their proportion of all complaints registered against all other airlines operating in the UK

2) What, if any, action is being taken by the CAA in relation to those complaints

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; if I may I shall address each of your points in turn:

1) Number of complaints to the CAA against WizzAir from March 2022 until present day and what is their proportion of all complaints registered against all other airlines operating in the UK

The CAA is responsible for enforcing consumer laws that apply specifically to aviation in the UK. Our role is address systematic issues of non-compliance and concerns the general applicability of consumer protection legislation to the typical issues encountered by consumers. We do not handle individual complaints against airlines; these should be raised with either the appropriate Alternative Dispute Resolution (ADR) body if the airline participates in this arrangement, or the CAA's in-house Passenger and Complaints Team (PACT), if it does not.

Wizz Air participates in ADR and its ADR Body is AviationADR. We publish quarterly statistics on the complaints processed by ADR bodies (and the CAA) and the latest figures by airlines, including Wizz Air, can be found [here](#).

2) What, if any, action is being taken by the CAA in relation to those complaints
From December 2022 onwards the CAA received an exceptionally high number of emails from individuals who experienced challenges with Wizz Air. While, as mentioned above, we do not handle complaints, the sheer volume of these, alongside the large number of complaints and claims being escalated to Wizz Air's approved ADR body, led us to

Civil Aviation Authority

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

Email: foi.requests@caa.co.uk

engaging with the airline's senior team. We expressed significant concerns about the time they were taking to respond to UK passengers' flight disruptions complaints and claims, and to make payments arising from these. More information about our intervention can be found here.

Since the start of 2023, we have also been copied into a high number of emails to Wizz Air about the outcome of flight disruption claims. Although we have no powers to intervene or adjudicate in individual disputes, we have asked Wizz Air to review these cases. We have continued to engage extensively with Wizz Air and are working closely with the airline to improve outcomes for consumers.

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
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.