

CAA Consumer Panel

What this paper is about

Attached is the CAA Consumer Panel's report to UKACCs on its work over the past year for consideration.

Points for Discussion

- Delegates are asked to share their thoughts and experience with the work of the Panel
- The CAA's work to improve consumer complaint handling arrangements and the use of Alternative Dispute Resolution (ADR) providers, such as ombudsmen.
- Are there any views that UKACCs should feedback to the Panel on the CAA's review of issues affecting surface access to UK airports (see separate report at item 11)?
- Are there any issues that UKACCs should put forward to the Panel for consideration as part of its work programme for 2017/18?

Possible Action

Dependent on issues raised at the meeting

CAA Consumer Panel – Update for UKACCS AGM

About the Panel

The Consumer Panel was set up by the CAA in October 2012 and is now in its fourth year of operation. Our role is to help the CAA to understand fully, and take account of, the interests of consumers in its policy development and decisions. We do this by providing the CAA with independent advice and guidance on consumer issues, and by challenging and scrutinising the CAA's ideas and its work. The Panel helps the CAA address a risk common to all regulated industries, which is that regulatory decisions will not be seen as legitimate unless they are taken on the basis of effective input from all stakeholders, and not just the regulated businesses who invest significant resources in working with and influencing their respective regulators.

The main focus of our work is the CAA's strategic objective to 'improve choice and value for aviation consumers now and in the future by promoting competitive markets, contributing to consumers' ability to make informed decisions and protecting them where appropriate'. In scrutinising and challenging the CAA's activities in these areas, we will also consider whether the action the CAA takes to improve choice and value for consumers satisfies the principles of better regulation.

The Panel is chaired by Keith Richards and has nine members in total. Panel members are appointed for a maximum of two three-year terms. In October 2015, three of the original Panel – Philip Cullum, Alastair Keir and Crispin Beale – left the Panel and were replaced with three new members: Adam Scorer, Trisha McAuley and Claire Whyley. Biographies of all Panel members setting out their experience and expertise can be found on the CAA's website.

2015-16 Annual Report

The Panel will be publishing its third Annual Report this summer.¹ The Report is currently being drafted, but we are likely to focus on:

- The first wave of the CAA's Consumer Tracker Survey, which marks a real step change in the CAA's efforts to systematically and strategically understand the consumer experience of aviation and ensure its activities are directed towards the things that matter most to consumers.
- The findings and follow-up action on the CAA's consultation on airport surface access.
- The review of the regulatory framework for Heathrow and our work to ensure that the outcomes that consumers value are at the heart of the regulatory settlement. This includes the establishment of independent consumer-led challenge and scrutiny within the airport's business planning process and a shift to a more outcomes-focused form of regulation.
- The CAA's continuing efforts to improve consumer complaint handling arrangements by moving away from handling consumer complaints itself and encouraging airlines and airports to use Alternative Dispute Resolution (ADR) providers, such as ombudsmen.

**CAA Consumer Panel
May 2016**

¹ Previous annual reports and minutes from Panel minutes can be found [here](#).