

Passenger advocacy and complaint handling

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CAA

Outline

- CAA strategic objective
- Re-structure
- Changes to advocacy and complaint handling
- Stakeholder consultation
- Links with UKACCS
- Best practice guidelines

CAA re-structure



Regulatory Policy Group

- The Regulatory Policy Group is a new CAA unit
- Aim is to help CAA's ability to put the consumer at the heart of its work.

Complaint Handling

- AUC complaint handling colleagues transferred into the Regulatory Policy Group in March 2011 (Consumer Complaints Team)

Consumer Advocacy

- Creation of a non-statutory panel to advocate passenger interests in CAA decision-making processes: the 'Aviation Consumer Advocacy Panel' (ACAP)...

Improving choice and value for consumers

choice and value

promoting competition

“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.”

informed decisions

protecting where appropriate

Promoting markets that benefit consumers

Informed consumers

- Access to information
- Ability to choose between alternatives
- Knowledge of their rights

Effective competition

- Control over high levels of market power
- Clarity about the 'rules of the game'
- Routine compliance with legal obligations

Changes to Complaint Handling

Issues

- Important to identify and understand consumer issues
- Need to integrate consumer issues into CAA decision making
- Need to prioritise issues

Opportunities

- Single point of contact for consumers
- Integrate complaint handling and enforcement
- Separate focus on passenger advocacy

Stakeholder Consultation

Consultation

Seeking views on
proposals

Stakeholder
Seminar
14 June

Closes 30 June
2011

Complaint Handling

One-stop-shop

Key Performance
Indicators

Advocacy

Role & Scope


Expertise of
Panel Members

Payment of
Chair/members


Recruitment
process

Links with UKACCS

ACCS intelligence on
consumer issues at UK
airports



Collation of information and
priority areas for consumers
– UKACCS?



Provide regular updates on
priority issues to the
Advocacy Panel

Best practice guidelines

- CAA and DfT met a number of representatives from passenger sub-committees in 2010
- Discussion of best practice guidelines for passenger representation
- Flexibility to meet different airport committee models – no requirement to put in place specific passenger groups
- Possibility could be incorporated within DfT review of ACC guidelines
- Guidelines delayed due to changes to advocacy and complaint handling

Best practice guidelines

Key Activities

- Influencing airport service providers to gain support for initiatives that promote passengers' interests
- Advising on passenger impacts of regulatory proposals
- Promoting good practice in complaint handling
- Reviewing independent data, research and complaint trends

Membership

- Represent range of consumers
- Good understanding of passenger issues
- Mix of expertise

Co-operation

- Sharing information across ACCs to consider common themes
- Liaison with Advocacy Panel – providing information on key consumer issues
- CAA can provide information on consumer legislation and enforcement

Next Steps

- Integrating complaint handling with enforcement
- Consider stakeholder views on setting up the new advocacy panel
- Recruiting panel members
- Working with DfT on drafting guidelines on passenger representation