Managing our Customer Relationships

Commitment to our Customers
It is our aim to be the world leader in the provision of both en-route and airport air traffic management services.

Our relationships with our customers are a key to our success. To this end we are constantly looking for ways to improve our service through listening to your needs and welcoming feedback in order to deliver best in class customer relations. It is essential therefore, that we understand both what drives your businesses and what is important to you in terms of delivering excellent ATC service. We aim to achieve this by developing one-to-one relationships with our customers and supplementing this by holding regular workshops on a wide range of subjects to suit your needs.

Our commitment to you is:

1. To proactively seek out, listen and take action on your views of the services that we provide.
2. To actively involve you when developing future plans
3. To maintain a focused customer website delivering useful information designed with your needs in mind
4. To tailor our consultation programme to suit your requirements
5. To provide you with key contact points within NATS
6. Customer consultation on a strategic and operational level is an integral and essential part of our business. As such, we offer all of our customers a range of formal and informal consultation channels and events.
   a. Regular Client account meetings – offering choice on participation and frequency
   b. Customer bi-lateral meetings on a variety of subjects – offering choice on participation and frequency
   c. Combined Operational Partnership Agreement (OPA) & Flight Ops Managers workshop – offering an active or passive participation to be held at a frequency agreed with OPA members (typically 3-4 times per annum and both pre and post season). Agenda as agreed with customers. OPA will annually review performance projections for the following year and will identify priority focus areas for service delivery.
   d. Customer Website including reporting of operational performance and details of all multilateral customer meetings.
   e. Airline Flight Ops Directors Meeting – typically held annually or more frequently as agreed with customers. Agenda may
vary dependent on key topics for discussion that year but will usually provide the opportunity to update on safety, service & plans for the following year(s).

f. Service and Investment Plan (SIP) Consultation – held once a year and through airline bi-lateral meetings.

g. Annual charges consultations on UK en-route, London Approach, Oceanic and North Sea Helicopter services.

7. In addition we hold a number of ad hoc consultation meetings on a range of issues to meet any areas of specific interest that have been raised and have chosen to develop regular multilateral meetings on Safety (Safety Partnership Agreement), General Aviation Partnership and Airports Working Group. These meetings will evolve based on feedback from customers and frequency and agenda is as agreed with customers.

8. In addition to NATS multilaterals, a framework for customer representation has been set up under the auspices of the UK/Ireland FAB.

9. A full listing of all customer events and output notes can be found on the customer website www.customer.nats.co.uk.
Customer Complaints Procedure

We are constantly striving to improve the service that we offer to you, our customers. However if for any reason you are dissatisfied with the service that NATS has provided, we would like to hear from you so that we can rectify the situation quickly and learn for the future. NATS treats complaints very seriously and will aim to resolve any issues raised immediately. However, in extreme circumstances we would ask for you to allow us up to 15 working days to respond to you, to allow for a thorough investigation to take place.

Our aim is to address your complaint satisfactorily, and in order to assess our performance we will ask you to provide us with feedback on how well our response addressed your complaint.

How to register a complaint

If you do wish to make a complaint, please contact the relevant dedicated contact point in the first instance as listed in appendix 1. Please rest assured that all complaints will be treated in confidence by NATS. However, if for any reason you are unable to resolve your issue at a local level then please contact Andy Shand, General Manager, Customer Affairs at the address below.

Andy Shand
General Manager Customer Affairs
NATS Corporate and Technical Centre (CTC)
4000 Parkway, Whiteley
Hampshire, PO15 7FL
Tel: 01489 444924, andy.shand@nats.co.uk
Appendix 1

Centres Customer Contact Points

**London Area Control Centre (LAC & TC & ATSOCAS Service – “Western Radar”)**

**Simon Hocquard**  
Operations Director Swanwick Centre  
Sopwith Way  
Swanwick  
Southampton  
Hampshire  
SO31 7AY  
Tel: 01489 612296  
Simon.Hocquard@nats.co.uk

Operational queries for Swanwick should be directed to:

**London Area Control Centre (LAC & TC)**

**Stu McBride**  
Customer & Network Service Manager  
Swanwick Centre  
Sopwith Way  
Swanwick  
Southampton  
Hampshire  
SO31 7AY  
Tel: 01489 612738  
Stuart.McBride@nats.co.uk

**Prestwick Centre**

**Manchester, Scottish Domestic & Shanwick Oceanic Airspace**

**Pauline Lamb**  
Operations Director Prestwick Centre  
Prestwick Centre  
Sherwood Road  
Prestwick  
Ayrshire  
KA9 2NR  
Tel: 01292 692661  
Pauline.Lamb@nats.co.uk
Operational queries for Prestwick should be directed to:

**Prestwick Centre**  
**Manchester, Scottish Domestic & Shanwick Oceanic Airspace**  
**Richard Schofield**  
Head of Operations  
Prestwick Centre  
Sherwood Road  
Prestwick  
Ayrshire  
KA9 2NR  
Tel: 01292 692011  
Richard.j.Schofield@nats.co.uk
NATS Airport Services

• **Aberdeen John Mayhew**  
  General Manager Aberdeen  
  Aberdeen Airport  
  Control Tower Building  
  Dyce  
  Aberdeen  
  AB21 7DU  
  Tel: 01224 727126  
  john.mayhew@nats.co.uk

• **Belfast Martin Rudy**  
  General Manager Belfast  
  Belfast International Airport  
  Control Tower Building  
  Belfast  
  Northern Ireland  
  BT29 4AA  
  Tel: 01239 813219  
  martin.rudy@nats.co.uk

• **Birmingham Mark Gregory**  
  General Manager Birmingham  
  Birmingham Int Airport  
  Elmdon Building  
  Birmingham  
  B26 3QN  
  Tel: 0121 780 0901  
  mark.gregory@nats.co.uk

• **Bristol Gus Paterson**  
  General Manager Bristol  
  Bristol Int Airport  
  Control Tower Building  
  Bristol  
  BS48 3DY  
  Tel: 01275 473754  
  gus.paterson@nats.co.uk
• **Cardiff David Healey**  
  General Manager Cardiff  
  Cardiff International Apt  
  Control Tower  
  Rhoose  
  Vale of Glamorgan  
  CF62 3BD  
  Tel: 01446 712560  
  david.healey@nats.co.uk

• **Edinburgh Mike Culver**  
  General Manager Edinburgh  
  Edinburgh Airport  
  Control Tower Building  
  Turnhouse Road  
  Edinburgh  
  EH12 0AL  
  Tel: 0131 333 6201  
  mike.culver@nats.co.uk

• **Farnborough Dan Foster**  
  General Manager Farnborough  
  National Air Traffic Services Ltd  
  Control Tower Building  
  TAG - Farnborough Airport  
  Farnborough, Hampshire  
  GU14 6XA  
  Tel: 01252 526004  
  dan.foster@nats.co.uk

• **Gatwick Ian McBean**  
  Unit Manager Gatwick  
  Gatwick Airport  
  National Air Traffic Services Ltd  
  Control Tower  
  Gatwick Airport  
  West Sussex  
  RH6 0LD  
  Tel: 01293 601010  
  ian.mcbean@nats.co.uk
• **Glasgow Mike Culver**  
  General Manager Glasgow  
  Glasgow Airport  
  Campsie Drive  
  Paisley  
  PA3 2SG  
  Tel: 0141 840 8001  
  mike.culver@nats.co.uk

• **Heathrow Jon Proudlove**  
  General Manager Heathrow  
  Heathrow Airport  
  Hounslow  
  Middlesex  
  TW6 1JJ  
  Tel: 020 8750 2600  
  Jon.proudlove@nats.co.uk

• **London City Steve Anderson**  
  General Manager London City  
  London (City) Airport  
  Control Tower  
  Royal Docks  
  London  
  E16 2PX  
  Tel: 0207 646 0208  
  steve.anderson@nats.co.uk

• **Luton Peter Dawson**  
  Manager ATS  
  National Air Traffic Services  
  London Luton Airport  
  Control Tower Building  
  Airport Way  
  Luton  
  Bedfordshire  
  LU2 9NE  
  Tel: 01582 395230  
  peter.dawson@nats.co.uk
• **Manchester Paul Jones**  
  General Manager ATC Manchester  
  Manchester Airport,  
  Control Tower Building  
  Wythenshawe,  
  Manchester,  
  M90 2PL  
  Tel: 0161 4995309  
  paul.jones@nats.co.uk

• **Stansted Paul Templeman**  
  General Manager Stansted  
  Stansted Airport  
  Control Tower Building  
  Bassingbourn Road  
  Stansted  
  Essex  
  CM24 1AH  
  Tel: 01279 669311  
  paul.templeman@nats.co.uk

• **Southampton Andy Kenyon**  
  General Manager Southampton  
  Southampton Airport (NATS  
  Control Tower Building  
  Southampton  
  Hampshire  
  SO18 2NL  
  Tel: 02380 627213  
  andrew.kenyon@nats.co.uk