

CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 21 JANUARY 2019
12:45 – 13:15 AT HAL COMPASS CENTRE**

Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> ▪ Jeff Halliwell (JH) – Chair ▪ Isabel Liu (IL) ▪ Claire Whyley (CW) ▪ David Holden (DH) ▪ Trisha McAuley (TMc) ▪ Claudette Williams (CWSec) 	<ul style="list-style-type: none"> ▪ Jayne Scott (JS) 	N/A

Summary of Open Board Meeting Actions

1. Minutes of the last meeting

- a. CCB approved the minutes from CCB-027 on 07 January 2019

2. Meetings Update

- a. JH updated the board on his meeting with the CAA Board Heathrow Stakeholder meeting on 09 January 2019

3. Challenge Log

- a. Version 4 approved. It will be published on the website Wednesday 23 January

4. Future meeting dates and locations

- b. It was agreed to arrange a meeting with BA on any of proposed dates: 07, 08 or 22 February
- CW(Sec) to arrange
- c. The following meetings are planned:
- 30th Jan JH is meeting with the HAL Board. Location HAL
 - 4th Feb CCB are meeting with CAA. Location CAA
 - 18th Feb CCB are meeting with HAL. Location HAL
 - 4th Mar CCB meeting. Location HAL
 - 18th Mar CCB are meeting with HAL. Location HAL
 - 1st Apr CCB are meeting with HAL, Location HAL
 - 15th Apr CCB are meeting with HAL, Location HAL

Ref	Date	Time	Location
CCB-028	21/01/19	12.45-13.15	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW2 2GW



5. AOB

d. N/A