

NATS (En Route) plc
5th Floor South
Brettenham House
Lancaster Place
London WC2E 7EN

For the attention of Richard Churchill-Coleman

12 January 2015

Dear Sirs

CONDITION 16 OF THE AIR TRAFFIC SERVICES LICENCE GRANTED TO NATS (EN ROUTE) LIMITED ON 28 MARCH 2001 UNDER SECTION 6 OF THE TRANSPORT ACT 2000 (“THE LICENCE”)

On 28 November 2014 Peter Tullett sent to Paul Taylor for approval, pursuant to Condition 16 of the Licence, a revised Code of Practice on customer consultation including complaints handling.

The CAA hereby grants its approval of the Code of Practice. This approval is granted until 31 December 2019 or, if earlier, until such time as Condition 16 is modified.

In granting its approval to the Code of Practice, the CAA would expect the procedures described therein to be promulgated and operated in a transparent manner.

Yours faithfully



Kate Staples
General Counsel and Secretary to the CAA