

## **CONSUMER CHALLENGE BOARD (CCB)**

**WEDNESDAY 14 JUNE 2017  
10.00 – 15.00 AT CAA HOUSE**

### **Agenda**

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- 1 Operational Processes
  - Terms of Reference review
  - Escalation process
  - Observers
  - Quorum
  - Distinguishing between Board and Fact Finding meetings
- 2 Admin
  - Expenses Policy
  - Website
  - Email address
  - Hours log
- 3 Heathrow Willingness to Pay Consumer Research Brief
- 4 Future work schedule
- 5 Future meeting dates and locations
- 6 AOB