



Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

31 August 2018

Dear colleague

RE: Future economic regulation of Gatwick Airport Limited: initial consultation

The Consumer Council is a non-departmental public body (NDPB) established through the General Consumer Council (Northern Ireland) Order 1984. Our principal statutory duty is to promote and safeguard the interests of consumers in Northern Ireland.

The Consumer Council has specific statutory duties in relation to energy, postal services, transport, and water and sewerage. These include considering consumer complaints and enquiries, carrying out research and educating and informing consumers.

The Consumer Council welcomes the opportunity to respond to the Civil Aviation Authority's consultation on 'Future economic regulation of Gatwick Airport Limited: initial consultation'.

The Consumer Council supports the principle that consumers' interests are protected. We welcome the CAA's expectation that for consumer interests to be meaningfully reflected in a renewed commitments framework, evidence of consumers' views, including their views on issues beyond the current provision of service quality standards, should be developed.

In gathering and reflecting on consumers' views The Consumer Council would be interested in how the airport and airlines will consider the range of passenger groups that use the airport.

For example, in 2018 there were over 900,000¹ passenger journeys between Belfast International Airport and Gatwick Airport. We would like to know how Northern Ireland passengers' views will be captured and used as part of the regulatory process.

In Northern Ireland, the Consumer Council is the designated complaint handling body for Regulation (EC) No. 1107/2006. We handle complaints relating to a Northern Ireland airport or a flight departing from a Northern Ireland airport. Therefore, we would also like to understand how the needs of passengers with a disability or reduced mobility will be considered and incorporated in the process.

If you wish to discuss any aspect of this response, please contact Scott Kennerley on 028 9025 1653 or via email on scott.kennerley@consumercouncil.org.uk

Yours sincerely



Scott Kennerley
Head of Policy - Transport

¹ CAA Passenger Statistics

