

CAA Consumer Panel

Work Programme: August 2018 – March 2020



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About the CAA Consumer Panel

The CAA Consumer Panel acts as a non-statutory critical friend, giving expert advice to the CAA as policy is being developed, and making sure the consumer interest is central. The Panel's objective is to champion the interest of consumers. The Panel focuses on the interests of current and potential aviation consumers, and citizen issues, such as noise from flightpaths, do not fall under our remit.

The key activities of the Panel are to:

- Help the CAA to understand fully, and take account of, the interests of consumers in its policy development and decisions.
- Use existing CAA research, request the CAA undertakes new targeted research, and to gather intelligence, to understand the aviation consumer experience.
- Provide the CAA with feedback from a consumer perspective on the effectiveness of its policies and practices.

Chair's Foreword

The Consumer Panel is going through a period of renewal. When I began as Chair in January 2018, one of my first tasks was to recruit a number of new Panel members as members of the original Panel were coming to the end of their terms. Two new Panel members started in April 2018 and three more will be joining us in October and we look forward to the expertise and enthusiasm these new members will bring. However, sadly this means we will be losing a number of very valued members of the Panel, who will be leaving us at the end of September. They have contributed a huge amount to the Panel's work and will be much missed.

This period of change has given us the opportunity to look at our work plan from first principles and this plan is for an 18-month period, which will bring us back in line with the CAA's annual planning timetable going forward.

There are a number of external factors which have shaped our plan, not least the Government's ongoing work on a new Aviation Strategy. This gives us the opportunity to think more widely about changes that we would like to see to ensure aviation policy has consumers at its heart. It means we can consider recommendations that would require legislative change and gives the space for us to think imaginatively about the CAA's future relationship with airlines, airports, consumers and the Government.

Our activities over the next 18 months will be focused into three strands: Access, Quality and Redress, each of which is expanded in this plan. These themes will shape our work and highlight what our priorities will be over the period.

We aim to challenge constructively and make helpful recommendations to ensure the CAA keeps consumers at the heart of all it does to the benefit of those who currently fly and those who do not. We want to see air travel accessible to all those who want to fly, ensuring passengers receive a good quality of service from all those with whom they interact, and if something goes wrong they have easy access to a complaints process that puts things right and learns the lessons.

The rest of this work plan lays out the detail of our proposed work over the next 18 months, and we will report annually on the progress we are making.



Jenny Willott
CAA Consumer Panel Chair