

NERL Licence - Condition 16 Code of Practice

Updated Oct 22



NATS

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NATS

NERL Licence Requirement (Condition 16)

The CAA requires NERL to consult on and implement a code of practice setting out:

(a) its methods and procedures for consulting Users and persons who appear to the Licensee to be representative of Users on its current and future provision of air traffic services under this Licence; and

(b) its methods and procedures for handling and responding to complaints from Users and persons who appear to the Licensee to be representative of Users concerning its provision of air traffic services under this Licence.

This document sets out NERL's proposals to meet these requirements.

Commitment to our Customers and Key Operational Stakeholders

Our relationships with our customers and key operational stakeholders are crucial to our success. It is through these relationships that we ensure we develop our strategic plans with our customers' priorities in mind. We are constantly looking for ways to improve our service through listening to your needs and welcoming feedback. Our aim is to ensure that we deliver the service that you need and maximise the value that we can deliver to your operation. It is essential therefore that we understand what drives your businesses and what is important to you in terms of delivering a safe ATC service and good operational performance as well as value for money. We aim to achieve this by continuing to develop one-to-one relationships with our customers and key operational stakeholders and supplementing this by holding regular multilateral forums on a wide range of subjects to suit your needs.

Our commitment to you is:

- To proactively seek out, listen and take action on your views of the services that we provide
- To actively involve you when developing future plans and evolving our business plans
- To maintain a focused customer website delivering useful information designed with your needs in mind, offering transparency on the key areas of NATS business, operational information and data, and providing access to meeting minutes and materials.
- To provide you with key contact points within NATS

Customer and operational stakeholder consultation on a strategic and operational level is an integral and essential part of our business. As such, we offer all of our customers a range of formal and informal consultation channels and events as well as a monthly operational lookahead meeting which serves as a 'one stop shop' for all operationally relevant information for the month ahead and a platform for collaborative discussions:

- Regular airline and business aviation customer account meetings to share information and collaborate on the current key issues – offering choice on participation and frequency
- Regular airport interface meetings
- Customer and operational stakeholder bi-lateral meetings on specific subjects at the request of the Customer
- Combined Customer forums – larger scale, multi-lateral engagement focused on specific topics offering an active or passive participation to be held at a frequency agreed with

Customers. Frequency, format and agenda agreed with customers as appropriate. Forums will review performance and identify priority focus areas for service delivery including agreement of hotspot projects.

- Customer Website including reporting of operational performance (Quarterly Condition 11 performance report), information and data relating to NATS operations and details of multilateral and formal operational stakeholder customer meetings and consultations.
- Service and Investment Plan (SIP) Consultation – review will be held twice annually and covers the following 2 years of investment in detail with an overview of the following 5 years. The detailed SIP review will be held typically in November/December inviting written and verbal comments and questions. Consultation on the SIP will also be offered on a bilateral basis during the published consultation period. An interim review is also held in May/June which focuses on any changes to the investment plan since the last SIP was published. Quarterly SIP updates are issued in April and October to complement the bi-annual customer consultations and NERL also engage with customers outside the twice annual review cycle in the event of changes to key investments.
- The Technical Customer Advisory Board (TCAB) is a stakeholder forum to ensure high-quality technology options are developed with customer input, for inclusion within NERL's future investment portfolio. The board's output is shared with the wider customer community to allow for additional comment or follow up and will feed into the SIP process.
- On projects which are of specific interest to Customers and operational stakeholders such as significant airspace and technology change programmes, NATS will hold specific stakeholder workshops at a frequency determined by Customer need and project plan.
- Collaborative planning – engaging with airlines, business aviation and airports through the strategic, pre-tactical and tactical phases of Service Delivery.
- Transition planning – consultation with customers and operational stakeholders on significant transitions including delay exemption period allowances and transition periods with impact to service delivery
- Annual airline, business aviation and operational stakeholder charges consultations on UK en-route, London Approach, Oceanic and North Sea Helicopter services. Note that the UK en-route charges consultation is managed by DfT as it includes NERL and non-NERL elements of the charge.
- NATS, jointly with CAA, will support the Industry Coordination for Airspace Modernisation (ICAMS) group offering Customers and their industry representatives the opportunity to engage in AMS evolution.
- Lead Operator Working Group and Carrier Panel - collaborative working relationship to enable the Lead Operators to be directly involved in the technical aspects of airspace design
- Annual Airline & Business Aviation Customer Survey – providing airline and business aviation customers with an opportunity to feedback on NATS performance during the year. Results from the survey are shared across NATS business to drive improvements.

A full listing of all customer events and output notes can be found on the customer website www.customer.nats.co.uk.

Contacting Us

NATS contact points at NERL ATC Centres, NATS Airports and Customer Affairs team can be found on the customer website www.customer.nats.co.uk. If you do not have access to this website please click on “register here” on the login page.

If you have a question relating to NATS operations or procedures and are not clear who best to contact, please email customerhelp@nats.co.uk. Alternatively you can access a form at nats.aero for queries under “contact us”.

Customer Complaints Procedure

We are constantly striving to improve the service that we offer to you, our customers. However if for any reason you are dissatisfied with the service that NERL has provided, we would like to hear from you so that we can rectify the situation quickly and learn for the future. NERL treats complaints very seriously and will aim to resolve any issues raised immediately. However, in extreme circumstances we would ask for you to allow us up to 15 working days to respond to you, to allow for a thorough investigation to take place.

How to register a complaint

If you do wish to make a complaint, please contact your NATS customer account manager or Customerhelp@nats.co.uk.

Please rest assured that all complaints will be treated in confidence by NERL. However, if for any reason you are unable to resolve your issue at a local level then please contact, General Manager, Customer Affairs. Contact details can be found here [Customer Affairs | Customer Gateway \(nats.co.uk\)](#).

Alternatively you can access a form at nats.aero for queries under “contact us”. If you are making a formal complaint please make this explicit on the form.