

**NERL Licence - Condition 16  
Code of Practice**

**Updated  
December 2014**

## **Managing our Customer Relationships**

### **NERL Licence Requirement**

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**

Our relationships with our customers are a key to our success. To this end 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 both an excellent ATC service and value for money. We aim to achieve this by continuing to develop one-to-one relationships with our customers and supplementing this by holding regular multilateral customer forums on a wide range of subjects to suit your needs.

Our commitment to you is:

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

Customer 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:

- a. Regular Customer account meetings – offering choice on participation and frequency
- b. Customer bi-lateral meetings on specific subjects at the request of the Customer.
- c. Combined Operational Partnership Agreement (OPA) & Ops Managers workshop, co-chaired by customers – offering an active or passive participation to be held at a frequency agreed with OPA members (typically 3 times per annum and both pre and post season). Agenda as agreed with customers. OPA will annually review performance projections for the following year and will identify priority focus areas for service delivery including agreement of hotspot projects for the Calendar Year.
- d. Customer Website including reporting of operational performance and details of all multilateral customer meetings.
- e. Service and Investment Plan (SIP) Consultation – The following is subject to consultation during Q1 2015 - review will be held twice annually, the detailed SIP review will be held in early Autumn (typically Oct) inviting written and verbal comments and questions. Consultation on the SIP will also be offered on a bilateral basis during the published consultation period. From the start of RP2, an interim review will be held in Spring which will focus on any changes to the investment plan since the last SIP was published.
- f. NERL will also consult customers on use of the NERL element of the Future Airspace Strategy (FAS) Facilitation Fund as required.
- g. On projects which are of specific interest to Customers such as significant Airspace programmes (e.g. LAMP/NTCA & TA) and ATM enhancements such as Time Based Separation and Queue Management, NATS will hold specific stakeholder workshops at a frequency determined by Customer need and project plan.
- h. Annual charges consultations on UK en-route, London Approach, Oceanic and North Sea Helicopter services. Note that the UK enroute charges consultation is managed by DfT as it includes NERL and non-NERL elements of the charge.
- i. NATS, jointly with CAA, will support the FAS Industry Implementation Group and FAS Deployment Steering Groups offering Customers and their industry representatives the opportunity to engage in FAS evolution.

A full listing of all customer events and output notes can be found on the customer website [www.customer.nats.co.uk](http://www.customer.nats.co.uk) .

## **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.

Our aim is to address your complaint satisfactorily, and in order to assess our performance we will ask you to provide us with feedback on how well our response addressed your complaint.

### **How to register a complaint**

If you do wish to make a complaint, please contact [Customerhelp@nats.co.uk](mailto:Customerhelp@nats.co.uk) or go to the relevant NERL contact point per the links below. 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 Andy Shand, General Manager, Customer Affairs at the address below.

#### **Andy Shand**

General Manager Customer Affairs  
NATS Corporate and Technical Centre (CTC)  
4000 Parkway, Whiteley  
Hampshire, PO15 7FL  
Tel: 01489 444924, [andy.shand@nats.co.uk](mailto:andy.shand@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.

NATS contact points at NERL ATC Centres and NATS Airports can be found on the customer website [www.customer.nats.co.uk](http://www.customer.nats.co.uk). If you do not have access to this site please click on "register here" on the login page, alternatively NATS can be contacted via the "contact us" page on [www.NATS.Aero](http://www.NATS.Aero)