



**UKACCs**  
UK Airport Consultative Committees

# **AIRPORT CONSULTATIVE COMMITTEES**

## **A PRACTICAL GUIDE**

Sharing Practice, Ideas  
& Experience

November 2025





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# FOREWORD

It is widely acknowledged that Airport Consultative Committees (ACCs) are best placed to bring local stakeholders together to build an understanding of their airports' operation and ambitions for the future. ACCs also help airports navigate through a fast-changing landscape of progressive and complex government policies towards key agendas such as boosting economic growth, sustainability, airspace modernisation, climate change and decarbonising aviation.

Good engagement with local stakeholders and interested parties is a fundamental part of how an airport makes decisions. Engagement enables people to stay informed and provides an opportunity for businesses, communities and other interested parties to get involved and raise observations on airport operational matters as well as future plans.

UKACCs, in collaboration with our member ACCs, aims to demonstrate the tangible business benefits of stakeholder engagement to airports. We are committed to establishing ACCs as valued, critical and constructive friends, ensuring their insights are recognised and utilised.

The role of an ACC is often misunderstood – they do not lobby, and they are not the mouthpiece for an airport. They help to shine a light on matters of importance to local people, businesses, passengers and other users of airports. Being independent entities, ACCs can discuss matters of local concern and provide challenge where necessary to offer possible solutions on a wide range of issues. Regular topics discussed include the passenger experience, transport provision, environmental impacts, labour market and skills, local procurement and community support – “giving back to the community, being a good neighbour”.

ACCs provide unique platforms to facilitate constructive discussions between a wide and diverse range of interests, all with their own perspectives, ideas and concerns. At UKACCs we are trying to get stakeholders at every level, to think a bit more about their ACCs and what they can get from them.

While communities will not always agree with the actions of their local airport, having genuine conversations at ACC meetings, with airport management providing the rationale behind decisions, enables everyone to better understand how and why decisions have been made, and indeed the opportunity to influence them. ACC members possess a wealth of local knowledge and experience that can help airports better understand the local

area, which in turn can inform and shape decisions, and identify solutions.

At UKACCs we have produced this Guide to assist ACCs in their day-to-day work, giving examples and ideas to help achieve effective and constructive meetings. The Guide will also help a wider audience to understand the workings of ACCs.

**“This is a living document, providing flexibility in its application to suit varying and changing local circumstances”**

UKACCs recognises the important need for flexibility as all ACCs are structured differently due to the variation in local circumstances at our airports, and their surrounding local business and community needs and concerns. One size demonstrably does not fit all. The extent to which an ACC is able to build upon the work it does is to a large extent limited by how well it is funded, supported and resourced by the airport.

In producing this Guide, we have considered how ACCs function and structure themselves, why ACC members' participation and feedback mechanisms are so important and what might be done differently to achieve better outcomes for all.

This is a living document, providing flexibility in its application to suit varying and changing local circumstances. We also commit to reviewing the document regularly to ensure it reflects changing circumstances and other ideas and best practices shared by our members.



**Colin Flack OBE**  
UKACCs Chair



# INTRODUCTION

## Statutory Background to ACCs

Most ACCs are constituted by managers of airports by virtue of their obligation set out in section 35(1) of the Civil Aviation Act 1982 (as amended by the Airports Act 1986). Airports are required to provide adequate facilities for consultation with a diverse range of stakeholders in respect to any matter concerning the management or administration of the airport which affects their interests.

The Act does not define “adequate facilities” which is a matter left to the airport operator but as a consequence of this legislation it has become the practice to have ACCs at most airports.

The Department for Transport (DfT) has produced [Guidelines for Airport Consultative Committees](#)<sup>i</sup> setting out some high level generic principles and standards to assist airports and those involved in establishing, running and participating in the work of ACCs.

Paragraph 1 of those Guidelines states “The Government expects all aerodromes to communicate openly and effectively with their local communities and users of the airport about the impact of their operations.” The Guidelines also recognise that ACCs are a well-established way in which airports can engage with a wide range of key stakeholders in the local area simultaneously.

## How ACCs work

Each airport consultative committee (ACC) works in a way that best suits the local circumstances within which it operates. ACCs are important forums facilitating open, honest and constructive dialogue between a wide range of aviation stakeholders and interest groups, all with differing perspectives and concerns about their local airport’s operation and future development.

Airports have wider consultation responsibilities such as those set out in the “Gunning” principles for consultation<sup>ii</sup>. ACCs are only one of an airport’s channels for consultation and communication.

Often members of an ACC will be representing other bodies which have been a consultee, separate and distinct from the ACC. These bodies normally respond directly in their own right to the airport. There may however be occasions where the ACC acts as the conduit, shining a light on information from the airport about a proposal, but then leaves it to the ACC member organisations to respond to the airport direct.

Generally, funding for ACCs comes from airports but this does not mean ACCs cannot operate independently of airports and their management. ACCs demonstrate their independence objectively through independent Chairs, their members, constitution and terms of reference.

## Purpose of this Guide

Although the DfT’s Guidelines sets out high level generic principles for ACCs and provides the framework for establishing an ACC, strict adherence is not compulsory. This offers flexibility in how an ACC is structured, resourced and operated.

UKACCs supports the flexibility offered by the DfT Guidelines, particularly as they are to be applied by airports and aerodromes of all sizes and types of operations from Heathrow Airport to small General Aviation airfields like Goodwood Aerodrome. However, this flexibility means that some of the Guidelines are by necessity generic in terms of their application to the larger civil airports, specifically UKACCs’ member ACCs.

## “One size fits all” approach is not appropriate for ACCs

ACCs need to continue to build trust across a wide range of interests and be open and transparent in what they do to remain independent of the airport.

The aim of this Guide is to build on the DfT’s Guidelines so it can be used tactically and strategically to support ACCs achieve constructive conversations at their meetings, adding value to the airport’s thinking as well as to those participating in ACC meetings.

As such, this Guide should be read alongside the DfT’s Guidelines. Recognising that a “one size fits all” approach is not appropriate for ACCs, the Guide offers examples and tips which can be scaled up or down as needed by ACCs and airports as they feel is relevant and appropriate at their airport in fulfilling local engagement and consultative obligations.

## To offer flexibility in how an ACC is structured, resourced and operated

The intention is to support ACCs and airports in achieving enhanced participation, transparency and outcomes at their ACC meetings.

This document is not, however, intended to be taken or used as specific requirements or guidance, rather it should be seen as a suite of advisory ideas and/or examples.



# UNDERSTANDING ACCs - THE “CRITICAL FRIEND” ROLE

The role of an ACC is often misunderstood by the wider public and key stakeholders, including ACC members and their organisations. The [DfT Guidelines](#) provide several references to the purpose of an ACC and what they seek to achieve. In summary, ACCs need to:

- Promote greater understanding to the local community about airport operations as well as to the airport’s management about the impact of airport operations and any proposed operations<sup>iii</sup>;
- Recognise the wider role of the airport as an important local employer and influential driver in the local economy, as well as considering the local environmental impacts of an airport, including noise, air quality, and carbon reduction<sup>iv</sup>
- Promote a good airport passenger and user experience in terms of service quality and facilities provided<sup>v</sup>
- Be constructive in taking the opportunity to influence airport matters and decisions ahead of changes and decisions being made<sup>vi</sup>
- Hold airports to account by monitoring the implementation of commitments made by the airport and challenging the airport’s performance when necessary<sup>vii</sup>.

Raising awareness across all parties that ACCs do not have executive powers is important in managing expectations about the ACC’s role. Embedding the “critical friend” and advisory role in the ACC’s ways of working and its members’ thinking is the starting point.

There needs to be an understanding that ACCs use powers of persuasion to encourage the airport to act on its advice and recommendations by pointing out things that are working well, as well as being objectively critical of areas and issues of concern, where the airport could make improvements.

Additionally, many ACC members often do not realise that they too have an important role in gathering views of their organisation prior to meetings and then feeding back to their organisation and wider communities after meetings.

Members’ constructive participation is key to having an effective ACC and much can be achieved if members are made aware of their role and the commitment required.

[Embedding the “critical friend” and advisory role in the ACC’s ways of working and its members’ thinking](#)



# Thoughts on raising awareness and understanding - ACC's role & the role of its members

## Developing External Communications to Stakeholders and the Public:

- Using the airport website to outline the range of communication channels the airport uses to engage with communities could include reference to the ACC and how to contact the ACC.
- The ACC could develop its own website to clearly articulate its role, purpose, membership, meeting papers and minutes. If the work of the ACC forms part of the airport's website, consider ways in which it can offer this information.
- A downloadable fact sheet on the role and purpose of the ACC could be placed on the airport's and/or ACC's website.
- A regular feature on the work of the ACC could be included in the airport's community newsletter, such as an article written by the Chair of the ACC or an article with questions posed to the ACC Chair and their response. Member local authorities' newsletters might also be used in the same way.
- Publishing an annual review or report of the ACC's work, the key issues considered, and the ACC's recommendations/advice to the airport and other agencies.
- Publishing an annual, or rolling two-year, work programme for the ACC so that all parties have a clear understanding of the issues the ACC plans to consider.

## Encouraging a Positive Contribution by ACC Members:

- Educating members about their role on the ACC, code of conduct and expectations. Encouraging Members to prepare for ACC meetings so they can bring the views of their organisation to meetings, to ensure they contribute on a wide range of topics at meetings and to feed back to their organisation/communities post meetings.
- Holding a new members' induction session hosted jointly by the ACC Chair and the airport to introduce the work of the ACC, its role, the role of members and the types of issues considered. Such sessions also provide the opportunity to set out what the ACC does not do – for example this might include reference that ACCs are not dispute resolution forums, and they do not have any executive or decision-making power over the airport.<sup>viii</sup>
- Involving local authority officers in new members' induction sessions is beneficial so that officers can support their council's representative in preparing for ACC meetings and the feedback mechanisms to be used.
- Producing a Members' Handbook for members and their organisation to enable members to better understand their roles and responsibilities to aid wider understanding of how and why the ACC operates in the way in which it does. The Handbook might also include the ACC's operating structure and details of how members can raise items for discussion.



# EFFECTIVE MEETINGS AND ADDING VALUE

Well run meetings foster better discussion, communication and understanding with the outcomes leaving attendees feeling that the ACC's deliberations have added value to both the airport's thinking and of those organisations represented at the meeting.

Effective meetings will also help to ensure that the momentum gained from the sharing of views and concerns will be taken forward positively. This consequently helps to build trust with local communities and gives greater confidence that the ACC has considered matters and offered advice to the airport's management on possible solutions and/or areas to be investigated further.

The key considerations to achieve effective meetings might include a regular review of the ACC's membership, monitoring member participation/non-participation, having a meeting agenda that is adaptable to include not only the standing items and monitoring reports but other items of importance to member organisations. This will help to ensure an appropriate mix of issues discussed at meetings.

Meetings that foster better discussion, communication and understanding with outcomes that add value

## Agenda Preparation & Keeping Members Engaged

Encouraging ACC member organisations to propose agenda items for the ACC's discussion can assist in maintaining member participation in meetings.

Developing a Work Programme helps to keep all members engaged and creates a good measure of success if there is a mix of items. This adds value to the airport and member organisations in understanding the varied issues and challenges experienced by the airport, passengers, local councils, local businesses and local communities.

Some thoughts and ideas to keep members engaged include:

- Invite ACC members to suggest items for future discussion at the end of each ACC meeting. Items identified early help the airport, ACC Chair and Secretary to plan business for each meeting, arrange for presenters or external partners to attend the ACC meeting to discuss the matter raised.
- ACC Chair/Secretary might wish to hold a pre-meeting with the airport to discuss items for the forthcoming meeting to ensure an appropriate mix of items to discuss.
- In liaison with the airport, drafting an indicative Work Programme to include items put forward by ACC members and the airport for the ACC to agree.
- A standing item on the agenda for members to raise issues for future consideration. This might also take the form of allowing ACC members' a Q&A session on pre-notified questions. This enables members to raise issues, initiatives or concerns that may have arisen between ACC meetings.
- Standing items of business and how they are reported might be kept under regular review. This is particularly important in terms of monitoring the airport's noise performance and complaints handling. ACCs might like to consider what is driving the concerns or complaints, identify trends and changing lifestyles of the population around airports.
- Consider how, where and when ACC meetings are held to achieve the best possible member participation. Virtual meetings and/or hybrid meetings have benefits in ensuring member attendance, but meeting room technology needs to be sufficient to be inclusive and to allow contributions, and debates to be heard, by all participants. Some ACCs have already built into their calendar of meetings a mix of in-person, virtual and hybrid meetings giving all participants advance notice of the meeting format/venue.
- Holding meetings on different days and at different times may also encourage better attendance/participation.





# Building Trust

## Thoughts on remaining effective and constructive

- Holding an annual ACC member/member organization Away Day to collectively take stock of the ACC's work and whether it adds value to all, what's working well, not so well, the use of feedback channels, its membership and possible items for future consideration. Away Days enable all members, and their organisation's support officers, to have informal discussions.
- Outcomes of an Away Day and any follow-up action ideally need to be reported to the formal ACC meeting. This gives transparency to any review that might be required to effect any proposed change in membership and ways of working.
- Undertaking a survey of members and their organisations to seek views on the work of the ACC, membership, what works well and suggestions for improvement. Ideally a summary of the results of the survey needs to be reported to the formal meeting of the ACC to consider what changes might be required and agreement on next steps.
- Carrying out a comprehensive review of the ACC's membership to ensure there is an appropriate mix of the different interests and that all membership organisations are participating and contributing to the work of the ACC. A membership review might consider geographic reach, demographics and competence of member organisations.

Should gaps in representation of certain interest groups on the ACC be identified, the ACC Chair, Secretary and/or airport might like to consider, and informally approach, possible organisations that would be suitable for membership. The options considered and recommendations would need to be presented to the ACC to agree any formal offer of membership.
- The appointment of volunteer independent passenger representatives through an open recruitment process, involving the airport and the ACC Chair/ACC Secretary or other ACC members. This ensures that the passenger's view on the end-to-end passenger journey experience is given at ACC meetings. For such positions, it is important to develop a role profile and set out the expected commitment/membership term (which can be renewable) in advance of the recruitment process.
- A review might also include an examination of the ACC's compliance with the Civil Aviation Act 1982 (as amended) requirements; an evaluation of the [DfT Guidelines for ACCs](#) and the way in which the ACC and airport interpret them; a review of the ACC Members Code of Conduct; and conducting an anonymised benchmarking exercise against five other airports with similar characteristics. A review might be conducted by the ACC Chair, the ACC Secretary or an independent person commissioned by the ACC or airport.
- If the outcome of any review recommends proposals for change, an implementation plan and timeline ideally need to be agreed by the ACC and the effectiveness of the changes monitored and reviewed after one year.
- ACC Chair/Secretary might like to maintain regular contact with lead officers at member organisations to cement positive working relationships. Having 1-2-1 meetings enables informal discussion on the ACC's work and how to enhance participation in discussions adding value to the ACC and the member organisation. This is particularly important for local authorities represented on the ACC.





# Building Trust

## Thoughts on appointment of independent chairs & secretaries

Each ACC works in a way that best suits its local circumstances which includes how the ACC Chair & Secretary are appointed. The DfT Guidelines advise that the chair and secretary should not be closely identified with any sectional interest<sup>ix</sup>.

### Independent Chair Appointing Process

- The airport/ACC Chair/Secretary jointly report to the ACC on the proposed process and timeline for appointing a new Chair. A written process and indicative timeline for the appointment might be presented to the ACC meeting as an agenda item with the written report being made publicly available on the ACC's website or the appropriate ACC webpage on the airport website.
- The process might include nominating ACC members (for example x3 ACC members representing the three categories of interests on the ACC) to sit on the applications shortlisting panel to assess which applicants would be suitable for interview. Nominations for members to serve on the panel might be agreed at an ACC meeting at the time of reporting the Chair's vacancy and the indicative timeline for appointment.
- Creation of a job description and recruitment pack, public advertisement for the post through social media and/or the press.
- The interview process might comprise two stages for interviews. The first stage comprising appointed members of the ACC and the airport's senior management with the aim of reducing the list of candidates selected for interview down to two candidates to be selected for final interview with the airport CEO/senior management. The final appointment agreed by the airport CEO or equivalent.
- Independent Chair's term of appointment might be for an initial term of four years, renewable as agreed by the airport management and ACC.

### Independent Secretary/Secretariat

The way in which the ACC Secretary service is provided varies greatly from ACC to ACC. The level of support provided depends upon the size of the ACC and the volume and nature of the business handled.

Currently some airports have an arrangement with a local authority in their area to provide the secretariat and/or policy advice service for an agreed fee, some ACCs appoint an independent person to act as the secretary/adviser to the ACC, some ACCs/airports appoint an independent person to issue the agenda and take the minutes of meetings and some airports provide the service in-house.

However the Secretary function is provided, it is important that all parties, have confidence that the Secretary is properly resourced to ensure the effective working of the ACC and is able to work independently of the airport and any sectional interest.

In addition to the traditional committee clerk/secretary roles of:

- agenda planning and management
- minutes taking, follow up action and obtaining the Chair's signing of the minutes
- governance, procedural and policy advice
- membership oversight and management
- point of contact for the ACC and members

the Secretary has an important role in ensuring that the ACC's work and membership is appropriately publicised. The use of the ACC's website/airport ACC web page needs to be the primary focus to maximise transparency and openness of the ACC's work. Communicating to members and other interested parties needs to be timely so that everyone is kept up to date. For example e-newsletters, use of the airports' and member organisations' social media channels.

The Secretary needs to ensure that any reports issued do not breach copyright, privacy or data protection. The Secretary also needs to be responsible for the ACC's data and privacy policies.



# Building Trust

## Thoughts on managing discussions on controversial issues

### Management of Controversial Issues

ACCs often have controversial issues to consider which could potentially create difficult and challenging discussions. Airport growth and expansion plans, night flights regimes and airspace change proposals are among the top controversial issues discussed.

Applying the principles of openness and transparency is key in managing the expectations of all parties and to build trust with wider communities.

There are several reasons why communities may feel they do not trust an airport and question the ACC's effectiveness. Examples include when information is not shared openly and fully, information is highly technical and complex and not well understood by parties; or outcomes are not delivered, or expectations are not managed on the feasibility of delivery of certain outcomes.

During meetings it is important for the ACC Chair to clearly articulate the ACC's role in considering the controversial issue and for members to have mutual respect for each other's views. It is also important to ensure that no organisation or one group dominates proceedings.

The ACC needs to retain its independence and to act as a facilitator of discussion of the key issues of concern rather than to support or oppose their airport's plans.

Generally, ACCs tend not to submit observations, objection or support to consultations as part of the formal planning application or airspace change processes given the wide and diverse, and often conflicting, views expressed across the membership of the ACC. Instead, individual member organisations need to be encouraged to respond direct to such consultations.

However, there may be instances where the ACC collectively and unanimously agrees the need for the ACC to highlight areas of common concern to the airport as well as the planning authority, planning inspectorate and/or CAA for consideration as part of the consultation process.

Where an ACC does have involvement, for instance, as a statutory consultee within a Development Consent Order or another similar process, or where they have registered as an Interested Party, it will need to follow the relevant statutory regime. In such cases, it is important that the ACC makes clear in any consultation response its role and states that it neither supports nor opposes the proposal subject to the consultation but has comments that need to be considered in the formal process.

### Some thoughts and ideas on managing controversial issues include:

- Airports be encouraged to inform its ACC of proposed plans and timeline for taking forward the proposal, including any public consultation timeline, when proposals are still at a formative stage and before final proposals are formally announced and consulted upon. Early and continuous engagement is key in building understanding of the proposal and the challenges to be overcome.
- At the start of any discussion on a controversial item, the ACC Chair may wish to set out the role of the ACC for considering the airport's proposals, how members can get involved, and how the ACC's collectively agreed views can be conveyed. The ACC's role and rules of its engagement need to be clearly set out in the minutes. It might be helpful to remind the ACC of its role each time the topic is discussed.
- The ACC can provide a platform for various interests to share issues and concerns and to assist in developing an understanding of the potential impacts and implications of the airport's project plans and airspace changes.
- The airport be encouraged to explain its stakeholder engagement strategy. ACCs through its membership are well placed to offer advice to the airport on methods of, and locations for, engagement.
- ACCs have a role in encouraging member organisations to comment on airport plans direct.



# EFFECTIVE PERFORMANCE MONITORING

ACCs consider a whole range of service and operational performance data at their meetings. Examples include monitoring data for passenger waiting times at security and check-in, accessibility providers' service standards, aircraft noise contours, aircraft track keeping, noise complaints handling, air quality levels, and carbon reduction targets.

Several airports also have planning obligations and/or commitments given to communities as part of expansion plans on which ACCs receive monitoring reports from local planning authorities.

Increased transparency of the ACC's consideration of performance data and other monitoring reports fosters a culture of collaboration, and open communication. This leads to accountability, responsibility and traceability that creates deeper trust between the airport, its stakeholders and communities.

[Giving greater transparency to the airport's reporting is key to enhance all parties' understanding of the airport's achievements and challenges](#)

Maintaining an overview of trends and issues requiring attention need to be recorded in the minutes of ACC meetings. The ACC's view on performance issues raised and its advice/recommendations to the airport need to be clearly stated to assist in ACC members' reporting back to their organisation.

It is advisable for ACCs to have proportionate processes in place to ensure that due consideration is given to the various data sets. It is recognised that the processes for monitoring passenger service performance will be very different to the processes for environmental monitoring.

Whatever the process, ACCs might like to consider what's driving good performance and best practice as well as what is the cause of any poor performance, challenges faced by the airport and how the airport is following up poor performance.

## Noise Action Plans

A specific mention needs to be given to noise action plan monitoring. Disturbance caused by aviation noise has a big impact on people and can lead to a detrimental effect on quality of life and health.

Several UK airports are required by legislation to produce statutory Noise Action Plans (NAPs)<sup>x</sup>. Certain ACCs have a specific role in being consulted on the preparation of the airport's NAP and in the monitoring of progress made by their airport. Processes therefore need to be put in place by those ACCs to fulfil those roles.

## Persistent and Vexatious Complainants

Dealing with complaints is generally a straightforward process but our airports often experience cases where people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for airports. It is advisable for airports to publish their complaints handling policy on their website. The policy needs to describe the steps for handling complaints as well as how the airport will handle and record persistent or vexatious complaints.

Persistent complainants have, in some cases, also referred their complaints to the ACC to seek action. It is important that ACCs provide clear, consistent and equitable advice to complainants on how their complaint(s) will be handled by the ACC and/or airport. The [DfT's Guidelines](#)<sup>xi</sup> make clear that ACCs are not dispute resolution forums and they do not have any executive or decision-making power over the airport.

To manage expectations from the outset it is important that complainants who refer their complaint(s) to the ACC have the ACC's role explained. ACCs are well placed to monitor trends or patterns of complaints (both noise related and from customers) and can facilitate constructive discussion to consider specific issues rather than the individual complaint. It also needs to be explained that ACCs do not enter into lengthy correspondence with complainants.

As highlighted above, the number and nature of persistent/vexatious complaints needs to be captured in the airports' reporting which will assist the ACC's understanding of the issues being raised and, in respect of noise complaints, the location(s) of the noise impact.

It is advisable that ACCs review, from time to time, the airport's procedures, policies and data reporting to ensure that they remain relevant and capture the information needed to enable the ACC to consider emerging trends, the need for any further investigation and/or any potential action to address issues.



# Thoughts on greater transparency to effective performance monitoring

- Inviting the airport's CEO/MD to report key sets of performance indicators (KPIs) and environmental performance indicators. For example:

**Noise** - The number and nature of noise complaints, including persistent complainants, received in the quarter/since the last ACC meeting, the general location of complaints, the number of night flights and those flights not scheduled in the night period. It is also advisable for details to be reported on the airport's response times to complainants against noise complaints handling policy KPIs. It is acknowledged that people's attitudes and expectations are changing thus monitoring trends is important.

**Carbon reduction** - Annual report of the airport's journey to net zero, giving details of achievement or otherwise of annual reduction targets.

**Passenger service** - The number and nature of passenger complaints received in the quarter/since the last meeting, and the airport's response times to complainants against the airport's complaints handling policy KPIs.

**Service quality performance targets** - Such as security waiting times, arrivals baggage waiting times, check-in/bag drop waiting times, border waiting times, accessibility providers' performance.

**Surface access** - Any modal split KPIs and initiatives set out in Airport Surface Access Strategies need to be assessed to track progress or raise issues that require attention.

**Air Quality** - Annual monitoring results for pollutants associated with the airport against UK standards.

- To enhance public confidence in the NAP monitoring process, establishing an agreed process for the ACC to regularly monitor, either quarterly or annually, the delivery of NAP actions is desirable. Monitoring processes might involve local community representatives on the ACC in the detailed assessment of the airport's NAP monitoring report in advance of the ACC meeting. This will enable constructive feedback on the airport's progress and actions requiring attention, particularly where actions are not on track to be achieved within the timeline prescribed by the NAP.
- Complaints Handling - ACCs might carry out a periodic review of the airport's passenger and/or noise complaints handling policies to ensure they remain relevant and fit for the future. Any review might like to assess the airport's KPIs on the time taken to respond to complaints, the process for investigating the complaints, the process to handle and record persistent/vexatious complaints and the accessibility of published noise performance data. The outcome of any review needs to be clearly recorded in the minutes of the meeting.



UKACCs views this as a living document, providing flexibility in its application to suit varying and changing local circumstances. We commit to reviewing the document regularly to ensure it reflects changing circumstances and other ideas and best practice which may be shared by our members. Suggestions on content for the next edition should be submitted to the UKACCs Secretariat at: [ukaccclaisongroup@gmail.com](mailto:ukaccclaisongroup@gmail.com)

## ENDNOTES

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<sup>i</sup> [Guidelines for Airport Consultative Committees](#)

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[https://unece.org/sites/default/files/2021-03/Annex1f\\_RvBrent\\_OP\\_INQ\\_115.pdf](https://unece.org/sites/default/files/2021-03/Annex1f_RvBrent_OP_INQ_115.pdf)

<sup>iii</sup> [\(Guidelines paras 1.11 & 3.9\)](#)

<sup>iv</sup> [\(Guidelines paras 1.13 & 3.9\)](#)

<sup>v</sup> [\(Guidelines paras 1.13, 1.15 & 3.9\);](#)

<sup>vi</sup> [\(Guidelines para 2.20\);](#)

<sup>vii</sup> [\(Guidelines para 1.15\)](#)

<sup>viii</sup> [\(DfT Guidelines paras 1.14 & 1.15\).](#)

<sup>ix</sup> [\(Guidelines paras 3.2 & 3.4\)](#)

<sup>x</sup> [Directive 2002/49/EC of the European Parliament and of the Council of 25 June 2002 relating to the assessment and management of environmental noise. The Environmental Noise \(England\) Regulations \(2006\) \(UK Statutory Instruments, 2006\) As Amended \(2018\) \(UK Statutory Instruments, 2018\)](#)

<sup>xi</sup> [DfT Guidelines, paragraph 1.14](#)