



LONDON GATWICK

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Independent Gatwick Accessibility Panel (IGAP)

20th May 2025 – Online

Attendees:

IGAP

Ann Frye (Chair)
Sophie Grand
Daniel Cadey
Charlotte McMillan
Neil Betteridge
Robert Morgan
Ross Hovey
Libby Herbert

GAL

Anna-Ruth Cockerham
Lauren McDaniel
Jamie Moore

Apologies:

Kamran Mallick
Sue Sharp
Samantha Williams (PAG)
Charlotte Dance (GAL)
Sarah Blasche (GAL)
Geraldine Lundy

Minutes:

1. Airport Accessibility Training Video

Anna-Ruth Cockerham (GAL) introduced the training video project and progress so far. The video is almost finished with just a few edits to make. The panel were able to view a demo of the most recent version.

Panel members felt the story was really powerful and could be used as an example for other airports and businesses. Discussion was had on what could be done to highlight the needs of disabilities that aren't currently represented in the video, like hearing loss, and on producing a BSL version.



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2. Customer Feedback Process and Compensation Framework

Jamie Moore provides an overview of the customer feedback process:

- Stage 1: the Customer Services team launches an investigation and responds to the passenger
- Stage 2: if the passenger is not happy with the response it will be reviewed by a manager
- For complaints about the assisted travel service, if the passenger still is not happy with the response they can go to the Alternative Dispute Resolution service. All passengers can also refer their complaint to GATCOM.

Jamie Moore also provides an overview of the compensation matrix, which aims to provide guidance to the Customer Services team on compensation for complaints related to different scenarios.

Discussion included:

- How passengers would prefer to receive compensation: airport vouchers, shopping vouchers, cash or hampers.
- How few complaints are referred to Alternative Dispute Resolution or GATCOM and how that shows how well the Customer Services team respond to passengers.

3. IGAP Terms of Reference

Anna-Ruth presents an updated version of the IGAP terms of reference, based on the new CAA guidance on accessibility forums. The major change is the introduction of a term of three years with up to two renewable terms (a maximum of six years) for all members – this would only apply to members recruited from here forward.

Discussion on this topic included:

- How a gradual turnover of members is better than terms ending all at once
- That it is sensible to refresh the membership regularly to bring new perspectives
- Members would prefer the CAA guidance to suggest a minimum of four meetings rather than two, and appreciate the regularity of meetings at Gatwick
- When further recruitment of members happens, the skills audit should be used to identify what experience and expertise we should look for for new members.
- Members would like to get some updates from the CAA when they join forum meetings.



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If members are thinking of leaving the panel in the near future they are encouraged to contact Ann and Anna-Ruth.

4. Any Other Business

None.

Meeting ended at 12:30.

Next meeting scheduled: 24th June from 11:30