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I heard on the radio recently that there is a CC investigation into BAA. For what it's worth all of my experiences at BAA airports have been appalling. I have always been made to feel that I should be grateful for being able to use the facility and not that I am a paying customer. It certainly doesn't feel like there is sufficient competition to ensure that the level of customer service that is delivered consistently improves.

As a consumer our opportunity for choice feels very limited and that there is a behind-the-scenes tie up between airlines, governments and airports.

Good luck with the investigation.