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18 June 2007

BAA complaint

Sirs

I believe it is high time that the competition commission looked into the effective monopoly of major airports in the South East held by BAA.

As a regular traveller on business and pleasure trips I have had enough of the lack of service and appalling conditions of Heathrow in particular, although Gatwick has also significantly deteriorated as well. These terminals are becoming third world in their delivery and are costing millions of people time and inconvenience.

Specifically:

- regular break down of conveyors for baggage, dirty and unpleasant toilet facilities, over crowding and lack of seating space, long long queues for everything including security on the way out and passport control on the way back (even though I am a British citizen).

The standard of service has been deteriorating for some time and it is clear that BAA have little interest in their captive customer base in the London area. It is time that they were pressurised into meeting targets that justify their charges.

I would appreciate it if you would take action in this matter as I will surely be one of many tens of thousands who are of this opinion.

Nick Barton