

10 August 2007

**BAA enquiry**

I wanted to say how pleased I am that your office will be examining issues relating to BAA.

As a traveller who in the last 12 months has made almost 30 flights into and out of the UK, I am delighted that BAA's activities will come under scrutiny for the Commission. Probably in common with most frequent travellers, my experiences with BAA have not been positive and when complaints are made, they are for the most part completely ignored.

Kind regards,

Ian Ferguson