

13 August 2007

Competition Commission  
Victoria House  
Southampton Row  
London  
WC1B 4AD

Dear Sirs,

**Ref: BAA are failing to provide a satisfactory service at Gatwick & Stansted airports.**

I am a very frequent traveller passing through these airports at least once or twice each month, this for the past five years. In this time queues for baggage & body searches have become intolerable.

Increased security levels when the country is faced with terrorist threats and attacks are to be welcomed but I have formed an opinion that BAA are using this situation to reduce staffing costs and maximise their profits. Specifically this is the suspension in the number of baggage & body x-ray scanning lines operated by the company. Recently at Gatwick North Terminal only three out of nine scanning lines are being staffed. This causes airport chaos with queues threading around the building and very long delays. When I have complained to the operational management I have been told this is now BAA company policy and would not be changed. It has been suggested by BAA staff that only the regulatory authorities have the means to persuade BAA to change their policy.

I do hope you will be able to act on behalf of the travelling public and insist that BAA provide a better service at Britain's airports.

Yours sincerely

Paul W Froggatt