

Council for the Independent Scrutiny of Heathrow Airport (CISHA) - issue escalation and feedback process

There is a clear and transparent process in place for escalating issues raised at any of the forums in the engagement structure, or at CISHA meetings. This details how these will be taken forward with HAL's senior management team, or other appropriate authority, if they cannot be resolved at forum or CISHA level. Following this process, outcomes will be reported and published on the website, and if no steps are taken as a result a clear explanation will be given. Case studies showing how this process has functioned in practice will be included in the annual report. Clearly not all issues can be addressed at meetings and filtering them to identify themes is very important. The Chair of CISHA will take ultimate responsibility for managing this through open dialogue with the Chairs of the other forums, curating the whole system to ensure that it functions effectively.

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