

# Board and Operational Managers Strategic Questions



# Special Assistance

## Discussion

How well does the special assistance provider discharge these duties?

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What are the pressure points between the airline and assistance provider (e.g. delays in meeting incoming flights)?

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What changes might be made to improve the smooth running of the service both for the passenger and for the airport and airline?

# Complaints

## Discussion

How are complaints from disabled and people with reduced mobility (PRMs) about services at the airport or on board handled?

How do you make sure that the complaint goes to the right area? Passengers are often confused about who is responsible for assistance.

What are the priorities for improvement?

What measures are in place to ensure that lessons are shared between the airport and airlines?

# Staff Training

## Discussion

**Who needs to be trained?**

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**What kind of training** is most appropriate (e.g. classroom based, practical, e-learning)?

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**How often is refresher** training delivered?

Continued

Should there be **joint training between airline and airport staff** – in which case, what should be the focus?

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How do you cope with the **rapid staff turnover** in some areas?

# Your Role

**Understand** and **comply** with the law.

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**Recognise** the potential for all forms of **discrimination**, including the failure to make reasonable adjustments, and work to prevent it.

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**Ensure** that your **operational practices** are **compliant** both with laws and best practice.

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Ensure that **all your staff** – at every level and in every capacity – are aware of, **trained** in and supported in delivering the best possible service to disabled people.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department  
for Transport