
Confidential Minutes

Agenda item : 13
Drafted : 22.9.10

Confidential minutes of the Consumer Affairs Committee held on 15 September 2010 at 6 Middle Street, London EC1

These minutes are in addition to the public minutes of a meeting of the Committee on the same date. In that meeting it was resolved, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it was desirable in the public interest that the public should be excluded for this part of the meeting.

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Present

Members

David Barry (Chair), Terry Bennett, Daniel Francis (Vice-Chair), Sophia Lambert, Teena Lashmore, Sarah Pond, Sharon Grant (London TravelWatch Chair)

Secretariat

Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison
Jo deBank	Communications Officer
Mark Donoghue	Committee Administrator
Sharon Malley	Senior Committee Administrator (minutes)
Susan Parnham-McCance	Casework Manager

Minutes

1 Confidential minutes

The confidential minutes of the meeting on 14 July 2010 were agreed subject to the following corrections:

- Due to his appointment as Chair, David Barry was no longer Vice Chair during the confidential session; the Vice Chair was Daniel Francis
- Teena Lashmore was present

2 Matters arising

Members agreed that the How to Complain leaflet should include operators' phone numbers, regardless of whether operators would prefer to direct complainants to other channels, in order to improve accessibility.

Action: Communications Officer

3 Complaints audit follow-up

The Director, Public Liaison, reported on two recently completed audits. He had discussed the audit of London Overground (LOROL) with representatives from that organisation and they were happy with the findings.

The Eurostar audit had not yet been formally written up because of staffing problems at Passenger Focus. The findings have been informally raised with Eurostar, who have been very responsive to the suggestions and had made concrete improvements. It was agreed that the audit need not be formally written up at this stage.

4 Meeting Review

There were no risks identified to the organisation.

5 Glossary

LOROL London Overground Rail Operations Ltd