14 June, 2012

Letter to the Editor,
Herald Sun

Dear Sir,

In an article “Out of Control” published on 10th June 2012, a comment attributed to me but taken out context suggests criticism of Airservices Australia.

In my opinion and experience, Airservices Australia is a highly competent and professional organisation, which works continuously to deliver air traffic management in a safe and effective manner, and with due consideration of the issues of human factors which impact on air traffic control operations. The article implies that I am critical of Airservices personnel in the area of human factors and this is simply untrue.

Yours sincerely

[Signature]

Professor Jason Middleton, FRAeS
Head, School of Aviation, UNSW