

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period:

1/07/2022 – 30/09/2022 (inclusive).

This report is structured around five sections, namely:

- 1 Negative service quality provided by passengers
- 2 Positive service quality provided by passengers
- 3 Handling of complaints and enquires by the airport
- 4 Social media
- 5 Notifiable quality of service issues.

SERVICE QUALITY: PASSANGER FEEDBACK

Data collected during the period has been collated into negative and positive themes.

TOP NEGATIVES



SECURITY

TOP POSITIVES



SECURITY

COMPLAINT AND ENQUIRY HANDLING

Canberra Airport targets a 100% response rate in its handling of customer complaints and enquiries.

This is not always achievable due to the way in which passengers deliver their complaints, with many electing not to provide any contact details for a response by the Airport following an investigation of the complaint.

In this quarter Canberra Airport provided a written response to 100% of the complaints and enquiries it received from passengers, other visitors of the Airport and the general public.

For the July 2022 to Sept 2022 quarter, Canberra Airport received 15 items of customer feedback.

"Just some general feedback about the security staff. Notwithstanding that their job would be tough. But their communication could be improved. They tend not to address people as would be reasonably expected in a customer facing role. I'm not trying to be disrespectful to anyone, but there are staff who communicate only with gestures and grunts."



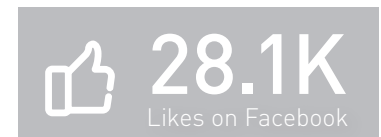
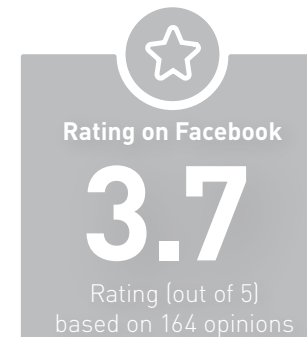
ITEMS OF CUSTOMER FEEDBACK RECEIVED BETWEEN JAN - MARCH 2022



OF COMPLAINTS AND ENQUIRIES RECEIVED A RESPONSE

✘ 13 complaints 💡 2 Compliments ? 0 general enquiries

SOCIAL MEDIA FEEDBACK



"knock it down build a new one or maybe get that disgustingly horrible rude indian worker on the xray machine that broke my sunglasses to apologise instead being an absolute pig and yelling at me like it's my fault after they made me put it in the tray how is it my fault your idiot worker and machine busted them ?????"

NOTIFIABLE QUALITY OF SERVICE ISSUES

A notifiable quality of service issue is triggered when, in each period, the number of complaints on a quality of service theme are equal to or greater than 0.1% of passenger throughput. Where this occurs, the Airport has 60 days to notify the Commonwealth Department of Infrastructure and Transport of the quality of the issue and provide details of corrective action being undertaken to address the quality of service issue.

There was no notifiable quality of service issues during the period.