

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

1/1/2021 – 30/03/2021 (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



RETAIL



SECURITY

TOP POSITIVES



CLEANING



FACILITIES

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 85% of the complaints and enquiries it received from passengers, other visitors of the Airport and the general public.

For the Jan 2021 to Mar 2021 quarter, Canberra Airport received 34 items of customer feedback.

"Compliment! Why on earth does Canberra Airport have a COMPLAINTS tab and not a COMPLIMENTS tab also?"

I flew into Canberra this morning with VA from Melbourne and wanted to compliment your Security team on their excellent customer service. I asked for directions and 'Abdul' couldn't have been nicer. A far cry from the Melbourne team who cannot even say 'good morning'. My compliments to Abdul's boss/manager on customer service training. Are these folks contractors? If so, I encourage the airport to pass on my compliment to that team. Well done. They are good ambassadors for Canberra."



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ITEMS OF CUSTOMER FEEDBACK RECEIVED BETWEEN JAN - MARCH 2021



85%

OF COMPLAINTS AND ENQUIRIES RECEIVED A RESPONSE



9 complaints



3 Compliments



22 general enquiries

SOCIAL MEDIA FEEDBACK



Rating on Facebook

3.5

Rating (out of 5) based on 92 opinions



18.0K

Likes on Facebook



7.7K

Follows on Instagram

"ridiculous prices for parking.."

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.