

Quality of Service Report  
Canberra Airport  
April, May, June 2020

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the Period 1/4/2020 – 30/06/2020 (inclusive).

This report is structured around five sections, namely:

- i. Negative service quality provided by passengers;
- ii. Positive service quality provided by passengers;
- iii. Handling of complaints and enquires by the Airport
- iv. Social Media; and
- v. Notifiable quality of service issues.

## **Negative & Positive Service Quality**

Due to COVID-19 passenger traffic at Canberra Airport was down 97% in comparison to the previous year for the months of April, May & June 2020. Because of the lack of passenger activity inside the terminal and minimal departing and arriving flights, Canberra Airport were unable to coherently seek passenger responses and therefore unable to produce the airport service quality survey.

The COVID-19 restrictions regarding physical distancing and surface contact also limited the ability to obtain surveys and affected the willingness of passengers to engage with the interface.

## **Handling of Complaint and enquiry**

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 97% of the complaints and enquiries it received from passengers, other visitors of the Airport and the general public.

For the April 2020 to June 2020 quarter Canberra Airport received 44 items of customer feedback.

**1 = Complaints**

**1 = Compliment**

**39 = General Enquiries**

**3 = Suggestions**

*“Hi Canberra Airport, can you please let me know if there are any restrictions on family members entering the domestic airport (to say goodbye), if they do not have a boarding pass? Thank you”*

### **Social Media**

Canberra Airport hold a 3.3 out of 5 rating on Facebook based on 127 opinions

 16,500 People like Canberra Airport on Facebook

*We loved starting and finishing our Europe trip at our home airport in 2018 and Wellington in the same year.*

*Would be wonderful if the Wellington flights could resume. It takes longer to get to Sydney by road than the flight!”*

*“Can't wait to visit Canberra again!!!”*

### **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.