

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

**1/10/2020 – 31/12/2020** (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



CAR PARKING

TOP POSITIVES



CLEANING



STAFF

## 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.

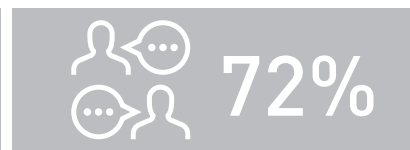
In this quarter Canberra Airport provided a written response to 97% of the complaints and enquiries it received from passengers, other visitors of the Airport and the general public.

For the Oct 2020 to Dec 2020 quarter, Canberra Airport received 56 items of customer feedback.

“Your signs for changed parking arrangements need improvement . How are customers supposed to know where the red carpark is?”



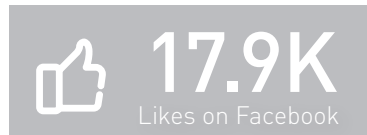
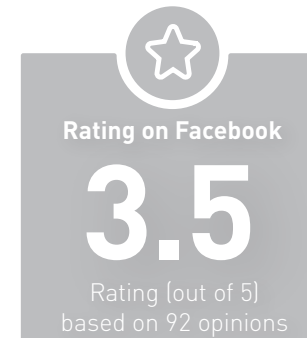
ITEMS OF CUSTOMER FEEDBACK RECEIVED BETWEEN OCT - DEC 2020



OF COMPLAINTS AND ENQUIRIES RECEIVED A RESPONSE

- 10 complaints
- 3 Compliments
- 25 general enquiries

## SOCIAL MEDIA FEEDBACK



“Great refurbishment, quick security check in”

## 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.