

Quality of Service Report  
Canberra Airport  
March Quarter 2018

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the Period 1 January 2018 to 31 March 2018 (inclusive).

This report is structured around four sections, namely:

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

## **Negative Feedback**

Passenger feedback during the period has been collated into negative and positive themes.

### **Top Negative Themes**

1. Food and Beverage
2. Security screening

### **Food and Beverage**

- The Food and Beverage theme was represented in 22% of all negative feedback recorded.
- The feedback received was regarding customer service, cleanliness and quality from food and beverage outlets.
- Canberra Airport works closely with all service providers to maintain service expectations with KPIs. In addition, local coffee roasters Two Before Ten are now well established in the arrivals hall, near Gate B. Their presence will give visitors to Canberra Airport a greater variety in freshly roasted coffee, snacks and light meals.

### **Security Screening**

- The Security screening theme was represented in 1% of all negative feedback recorded.
- The feedback received was regarding perceived delays in screening times and the screening handling of some items.
- Canberra Airport works closely with Security screening to maintain customer care whilst adhering to security legislation requirements.

### **Top Positive Themes**

1. Food & Beverage
2. Bathrooms/Amenities

### **Food & Beverage**

- The 'Food & Beverage' theme featured strongly in the positive feedback provided by passengers and customers, representing 71% of all positive feedback received on the terminal during the period.
- Visitors cited positive feedback for Customer Service, quality and availability.

### **Bathrooms/Amenities**

- The 'Bathrooms/Amenities' theme featured with 6% of feedback provided by customers over this period.
- The positive feedback on Bathrooms/Amenities relates to cleanliness and availability.

### **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 (i.e. 'meeters and greeters'), and the general public.

### **Notifiable Quality of Service Issues**

A notifiable quality of service issue is triggered when, in a given 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.