

Quality of Service Report  
Canberra Airport  
March Quarter 2017

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the Period 1 January 2017 to 31 March 2017 (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. Retail
2. Airlines Management

#### **Retail**

- The 'Food and Beverage' theme represented approximately 15% of all negative feedback recorded during this period.
- The items raised related to matters ranging from delivery of service to presentation of the outlets.
- Canberra Airport continues to work with all retailers to enhance their offering. Canberra Airport continues to engage with incumbent to improve offering.

#### **Airline Management**

- The 'Airlines Management' theme accounted for 11% of negative feedback recorded over this period.
- The feedback identified raised related to flight information display, baggage services and general delays around processing.
- Canberra Airport will continue to work with Airlines and monitor performance and feedback on this issue.

### **Top Positive Themes**

1. International Operations
2. Terminal Amenities

#### **International Operations**

- The 'International Operations' theme rated highly in terms of customer feedback, representing approximately 19% of all the positive feedback received during this period.
- The feedback has remained positive with the commencement of Singapore Airlines. We expect to see a consistent International Operations theme in the reporting.

#### **Terminal Amenities**

- The 'Terminal Amenities' theme rated highly in terms of customer feedback, representing approximately 11% of all the positive feedback received during this period.
- The positive feedback focused around the cleanliness and overall useability of the facility.
- Canberra Airport will continue to invest in the enhancement and innovation in and around the terminal.

#### **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 a name, let alone an address for a response by the Airport following an investigation of the complaint.

In the March quarter Canberra Airport provided a written response to 99% of the complaints and enquiries it received from passengers, other users 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 were no notifiable quality of service issues during the period.