

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

1/1/2022 – 30/03/2022 (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



SECURITY

TOP POSITIVES



SECURITY



TBC

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 2022 to Mar 2022 quarter, Canberra Airport received 8 items of customer feedback.

Hi, this morning we were at the airport at 0600 dropping off a pax. There were a lot of people travelling which was great to see. However, the guys running the security check were doing a horrible job. 2 lines were open but only 1 was permitting pax through. The other had a security guy raising his voice at pax to get back to the other line and only permitting selected males through. There was a lot of confusion and shaking heads and a large line of backlogged pax because further back you could not figure out what was happening. I've been travelling and working in Aviation for over 40 years and this was a very unprofessional look. It needs to be fixed. I am happy to be contacted for further information if it will assist make this a better pax experience. Thanks, Joe Hattley



ITEMS OF CUSTOMER FEEDBACK RECEIVED BETWEEN JAN - MARCH 2022



OF COMPLAINTS AND ENQUIRIES RECEIVED A RESPONSE



5 complaints



1 Compliments



2 general enquiries

SOCIAL MEDIA FEEDBACK



Rating on Facebook

3.6

Rating (out of 5) based on 145 opinions



23.0K

Likes on Facebook



8.6K

Follows on Instagram

“The most hilarious social media team that makes living in 2022 bearable. Therefore they should be nominated for the highest humanitarian award for helping others. Oh and the facilities are pretty sweet too!”

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.