

Quality of Service Report  
Canberra Airport  
October, November, December 2019

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the Period 1/10/2019 – 31/12/2019 (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. Bathrooms/Amenities

### **Food and Beverage**

- The Food and Beverage theme was represented in 20% of all negative feedback recorded.
- The feedback received was regarding customer service, choice, quality and price from food and beverage outlets.
- Canberra Airport works closely with all service providers to maintain service expectations with KPIs.

### **Top Positive Themes**

1. Food & Beverage
2. Bathrooms/Amenities
3. Taxi Services

### **Food & Beverage**

- The 'Food & Beverage' theme featured in the positive feedback provided by passengers and customers, representing 65% of all positive feedback received on the terminal during the period.

Please note that due to retail construction works feedback ceased on November 30 2019.

- Visitors sited positive feedback for *Customer Service, quality and availability*.

### **Bathrooms/Amenities**

- The 'Bathrooms/Amenities' theme featured with 9% of feedback provided by customers over this period.
- The positive feedback on Bathrooms/Amenities relates to *cleanliness and availability*.

### **Taxi Services**

- The Tax services theme featured with 2% of all feedback provided as positive and no negative feedback captured.

### **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.

### **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.