

Quality of Service Report
Canberra Airport
January, February, March 2020

Introduction

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the Period 1/1/2020 – 31/03/2020 (inclusive).

This report is structured around five sections, namely:

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

Negative Service Quality

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

Top Negative Themes

1. Food and Beverage
2. Transport/Taxi Services

14.29% of data received was negative

Positive Service Quality

Top Positive Themes

1. Food & Beverage
3. Transport/Taxi Services

85.71% of data received was positive

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 January 2020 to March 2020 quarter Canberra Airport received 73 items of customer feedback.

25 = Complaints

36 = General Enquiries

12 = Suggestions

“Hi CANBERRA airport, will you be refitting the water fountain back in after renovations? I travelled with three children over Christmas break and we really missed it.”

Social Media

Canberra Airport hold a 3.4 out of 5 rating on Facebook based on 139 opinions



16,387 People like Canberra Airport on Facebook

March 2020

“Stunning, clean, excellent art, fantastic bathroom facilities, easy to navigate your way around, brilliant signage. Absolute pleasure to pass through”

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.