

# CANBERRA AIRPORT QUALITY OF SERVICE REPORT

JULY · AUGUST · SEPTEMBER

2020

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

**1/7/2020 – 30/09/2020** (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.



## 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.

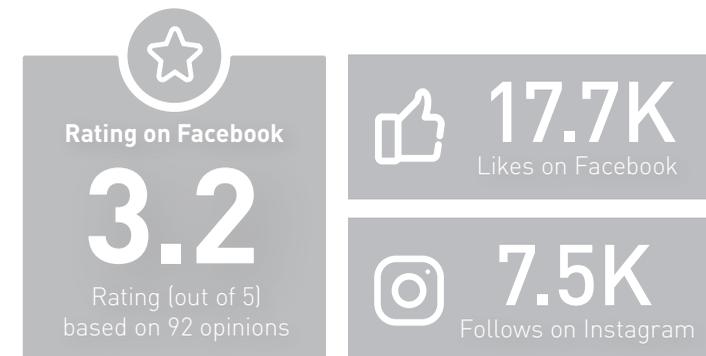
For the July 2020 to September 2020 quarter, Canberra Airport received 20 items of customer feedback.

“Do I need to self-isolate if arriving in a Canberra after taking a direct flight from QLD?”



- ✘ 4 complaints
- 💡 0 suggestions
- ❓ 16 general enquiries

## SOCIAL MEDIA FEEDBACK



“A BIG THANK you to the cleaning staff & security officers @ Canberra airport for returning my laptop & equipment I lost/left laying around when I got off my flight. My entire life and business lives within my laptop - it was very important I got this back. The staff were extremely polite, kind and helpful. I'm very grateful, thank you!”

## 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.

