

Complaint Handling Process

Customer service charter

Gold Coast Airport is committed to serving the needs of our passengers, guests and business partners to the highest possible standard. We strive to ensure every part of your experience at Gold Coast Airport is as pleasant and enjoyable as possible. We aim to provide prompt, courteous, helpful, open and informative information in response to every approach made by a member of the public to our staff.

Safety of our passengers, guests and staff is the highest priority.

Airport experience

Gold Coast Airport makes every effort to enhance the customer experience. We readily accept feedback from our customers about their experience and consider what changes we can make to our processes and procedures as a result.

If Gold Coast Airport fails to provide the quality of service you expect, we will:

- Ensure that making a complaint is as easy as possible;
- Treat the matter seriously from the outset, whether you contact us in person, by telephone, letter, fax, email, or via the website;
- Deal with any complaint promptly and politely;
- Include in our response, where appropriate, an explanation of how we will improve our performance in future; and
- Record the complaint on our complaints monitoring system.

Providing feedback

We are always keen to hear the views of our customers about our performance – what we do well and areas we can improve.

If you would like to provide any feedback to Gold Coast Airport about your experience within the Airport, please email us at info@gcal.com.au or phone our reception during office hours on +61 7 5589 1100.

You can also contact the Duty Managers within the Terminal, located at the northern end of Terminal 1, by phoning (07) 5589 1201. Duty Managers are available seven days per week during airport operating hours.

Complaints resolution

Handling your complaints quickly, fairly, and helpfully is a key part of our commitment to service delivery.

Complaints we can investigate include:

- Dissatisfaction with the way in which you were treated by a member of Gold Coast Airport staff (Duty Managers or Car Park staff);
- Dissatisfaction with airport facilities (car parks, terminals, public amenities, security)
- Parking infringement disputes

As an airport, we work with numerous partners including airlines, public transport services and retail stores. Not all staff working at the airport are employed by Gold Coast Airport and as a result GCAPL can only respond to complaints about our staff. If our customers have a complaint about airlines or other agencies please contact those organisations directly with the complaint, and send a copy to the Airport if appropriate. Gold Coast Airport can provide contact details of those organisations if required.

Complaints procedure

Gold Coast Airport's complaints procedure is in three stages, designed to ensure that if you are not happy with the initial response we give you (*in stage one*), you can ask more senior staff to consider the issue again (*stage two*). If you are still not satisfied, the General Manager/Chief Operating Officer will review the case (*stage three*) and produce a final response to your complaint.

Gold Coast Airport commits to responding to customer complaints and our target for replying is within ten business days (at each stage).

STAGE 1 – EXPRESS YOUR DISSATISFACTION INFORMALLY

If you feel dissatisfied with a service you have received from Gold Coast Airport, you should first try to explain your complaint directly and informally to the person you have been in contact with, or their manager.

Gold Coast Airport has Duty Managers on site (located at the northern end of Terminal 1) that can assist with immediate customer requests. Our Duty Managers are on available seven days per week during airport operating hours.

Airport staff will consider your complaint and if possible try and resolve the issue(s) you have raised immediately.

If you are not satisfied with the outcome, or the staff are not able to deal with your complaint immediately, they will give you the name and contact details of their senior manager for you to pursue your complaint formally (*stage two*).

STAGE 2 – MAKING A FORMAL COMPLAINT

If you are not satisfied with the response you receive under stage one of these procedures, you should write (letter, email or fax) to the Airport management.

If your complaint is in relation to airport and terminal issues, please contact:

Manager Terminals
Gold Coast Airport
PO Box 112, Coolangatta, Q 4225 Australia
Email: info@gcal.com.au
Fax: +61 7 5536 2838
Phone: +61 7 5589 1100

If your complaint is in relation to car park issues, please contact:

Manager Ground Transport
Gold Coast Airport
PO Box 112, Coolangatta, Q 4225 Australia
Email: info@gcal.com.au
Fax: +61 7 5536 2838
Phone: +61 7 5589 1100

If your complaint is in relation to a dispute about a parking infringement notice, please contact:

General Manager Operations and Standards
Gold Coast Airport
PO Box 112, Coolangatta, Q 4225 Australia
Email: info@gcal.com.au
Fax: +61 7 5536 2838
Phone: +61 7 5589 1100

Please provide as much information as possible including the date of your experience and the staff member(s) you spoke to in stage one so the complaint can be followed up by the relevant senior manager. On completion of the investigation into the complaint, a written reply will be sent. Our target for replying to formal complaints is 10 business days from the date of receipt. If it is not possible to give you a full reply within this time, we will send you an interim acknowledgement, telling you what is being done to deal with your complaint, and when you can expect the full reply.

STAGE 3 – GENERAL MANAGER’S REVIEW

If you are not satisfied with the response received under stage two, you should write to the General Manager of Gold Coast Airport (address as above). The General Manager will check that the stage two procedure has been completed and then consider the matter again.

The General Manager aims to respond fully to stage three complaints within 10 business days. If this is not possible, the General Manager will write to let you know what is being done to deal with your complaint, and when you can expect the full reply. The full reply will be the airport’s final response to you under these procedures.

AIRCRAFT NOISE COMPLAINTS

Airservices Australia is a government-owned corporation providing safe and environmentally sound air traffic control management and related airside services to the aviation industry. Airservices Australia monitor aircraft noise levels at Australian airports and any complaints about aircraft noise should be sent directly to Airservices Australia.

The Airservices Australia Noise Enquiry Service can be contacted on:

Phone: 1800 802 584 (freecall) or 1300 302 240 (local call)

or write to:

Noise Enquiry Service

PO Box 211

Mascot NSW 1460 Australia

Email: community.relations@airservicesaustralia.com

Website: <http://www.airservices.gov.au/aviationenvironment/noise/default.asp>

Gold Coast Airport will also refer any aircraft noise complaints received to the Community Relations department of Airservices Australia.

Gold Coast Airport is responsible for monitoring aircraft noise on the ground (eg on the apron).

Noise complaints about on airport noise should be directed to:

General Manager Operations and Standards

Gold Coast Airport

PO Box 112, Coolangatta, Q 4225 Australia

Email: info@gcal.com.au

Fax: +61 7 5536 2838

Phone: +61 7 5589 1100

Gold Coast Airport Community Noise Abatement Committee (ANACC)

Gold Coast Airport has an established Airport Noise Abatement Consultative Committee which has been a very successful conduit for us to communicate proactively with our local community, with a particular focus on noise abatement strategies. ANACC focuses specifically on aircraft noise issues in the local community. We remain committed to engaging with our local community and committing to a timely response to their concerns.

The purpose of the Gold Coast Airport ANACC is to consider and, where appropriate, make recommendations on matters generated from operations associated with Gold Coast Airport. These matters include:

- Examination of aircraft noise complaints and handling;
- Revision, implementation and adherence to aircraft noise abatement procedures;
- Revision, implementation and adherence to flight paths;
- Timely provision of aircraft noise and flight path monitoring system information;
- airport master planning; and
- Public information and education programs about noise related aspects of aircraft operations.

The Committee will also be consulted on matters including the production of Australian Noise Exposure Forecasts (ANEFs) for the Airport, and on matters relating to any future aircraft noise amelioration program for residences and public buildings around the Airport.

The Committee is comprised of representatives endorsed by local community groups, aviation representatives and government representatives. More information is available on the Gold Coast Airport website – www.goldcoastairport.com.au/community.

Quality of Service Monitoring

We are committed to providing quality customer service at our airport. Gold Coast Airport participates in the Airports Council International (ACI) Airport Service Quality (ASQ) benchmarking program. We also conduct passenger surveys annually at Gold Coast Airport to monitor service quality.

ASQ Surveys

The ACI ASQ aims to be the world's best airport customer service analysis and benchmarking program. ASQ monitors the opinions of thousands of passengers at departure gates around the world. The survey is conducted year-round and is based on a standard questionnaire that covers 31 key service items.

Gold Coast Airport participates in the ASQ research because it offers a world benchmark and best practice in monitoring service quality.

ASQ is a benchmarking tool for airports to test consumer satisfaction levels across a range of services and operations. The main program has more than 180 airports participating and is designed for airports which require regularly updated information on their service performance for operational and strategic decision-making. More than half of the world's top 100 airports participate in ASQ.

Every month, at all participating airports, departing passengers are interviewed about their on-the-day experience. All airports use the same questionnaire and methodology. Every year, over 220,000 passengers are interviewed for the ASQ Survey.

The program offers quarterly results providing insight and comparisons with service performance of airports all over the world. The wide range of ASQ participants allows each airport to select an appropriate benchmarking panel. Each airport is then benchmarked against its peers to give an indication of performance standards versus other ports.

The results of Gold Coast Airport's ASQ surveys are published on our website – www.goldcoastairport.com.au/regulatory/quality-of-service-monitoring.

Passenger Surveys

Terminal based, quantitative passenger surveys are undertaken annually at Gold Coast Airport. Passengers are surveyed via face-to-face interviews and the sample includes passengers for each destination and travelling on each of the airlines. The surveys are conducted across a week at each airport and an external market research agency is contracted to run this survey process.

The quantitative passenger survey identifies passenger feedback on their terminal experience, new route development and potential developments under consideration.

In addition we hold qualitative focus groups annually at Gold Coast Airport; and conduct ad hoc online surveys with our database of local passengers'. Relevant information is shared with our airline partners to assist with their route development and growth into Gold Coast Airport.