

GOLD COAST AIRPORT

QUALITY OF SERVICE REPORT

This report provides quality of service information relating to the airport terminal and services provided for the January-March quarter 2021 (inclusive).

Information for this report is sourced directly from Gold Coast Airport's guest feedback received through email and our website feedback form.

A total of **34 complaints** and **2 compliments** were provided to the airport during the timeframe. This compares to 36 complaints and 6 compliments in the same period last year.

Terminal operations

A total of **11 complaints** were received by the terminal operations team. They related to cleaning, baggage delays and lack of covered walkways between the airport and aircraft. Complaints were also received regarding Queensland Police Service enforcement of the Queensland Government's mandatory face mask direction. Gold Coast Airport management representatives responded to each complaint, providing further information and following up with stakeholders where relevant, including Queensland Police and airline ground handlers.

The team also received a compliment for providing special assistance to a passenger with autism.

Commercial

The commercial team received **4 complaints** during the reporting period. They related to parking charges and the limited food and beverage offering while some outlets were closed due to the reduced number of passengers linked to COVID-19 travel restrictions and financial impacts of the pandemic. Gold Coast Airport management representatives responded to all complaints, outlining the circumstances and, relating specifically to parking charges, providing a pricing comparison to other major airports.

Security

A total of **19 complaints** were received by the security team. They related to security and kerbside contractor staff behaviour and issues with the new screening process (body scanners). Gold Coast Airport and security contractor management representatives responded to all complaints, following up with staff directly and explaining new security processes where relevant.

A compliment was also received for courteous and patient security staff.