

## Customer and community feedback

### 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 employees is the highest priority.

### 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. We aim to live up to our customer experience vision statement: *As a community we walk and talk a shared culture of providing a seamless, warm, welcoming experience for each and every customer.*

If you would like to provide any feedback to Gold Coast Airport about your experience within the airport, you can speak to our Duty Managers and Ambassadors – located at the northern end of the terminal – call us on 07 5589 1100, or email us at [info@gcal.com.au](mailto:info@gcal.com.au).

To make a formal complaint, please email [feedback@gcal.com.au](mailto:feedback@gcal.com.au) or complete the feedback form under the 'contact us' section of our website.

### Complaints procedure

Gold Coast Airport makes every effort to enhance the experience of our customers. 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.

### 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 you were treated by a member of Gold Coast Airport staff;
- Dissatisfaction with airport facilities (car parks, terminals, public amenities, security); and
- 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 we can only respond to complaints about our own team members. 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.

### **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 monitors 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 write to:

Noise Complaints and Information Service

PO Box 211

Mascot NSW 1460 Australia

Information on lodging a noise complaint can be found via the Airservices Australia website here:

<http://www.airservicesaustralia.com/aircraftnoise/about-making-a-complaint/how-to-make-a-complaint/>

Gold Coast Airport is responsible for monitoring aircraft noise on the ground (e.g. on the apron). Noise complaints about on airport noise should be directed to:

Manager Operations and Standards

Gold Coast Airport

PO Box 112, Coolangatta, Q 4225 Australia

Email: [info@gcal.com.au](mailto: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 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](http://www.goldcoastairport.com.au/community).

### **Quality of Service**

We are committed to providing quality customer service at our airport. Compliments and complaints are recorded and a summary is compiled quarterly and made available for viewing on the Gold Coast Airport website, under 'Guest Feedback': [goldcoastairport.com.au/corporate/regulatory/home](https://goldcoastairport.com.au/corporate/regulatory/home).

Passenger surveys are also conducted annually at Gold Coast Airport to monitor service quality.