

DARWIN INTERNATIONAL AIRPORT COMPLAINTS PROCEDURE

Informal Complaint and Response

Issues the travelling public have with the Airport are best resolved informally, usually by talking to an Airport representative and resolving the matter. If you have a complaint about a service provided by the Airport (eg parking, terminal presentation, signage, ground transport from the Airport, terminal retail, toilets) then you can lodge that complaint:

- verbally by phoning 08 8920 1811 (between 8.30am and 5pm business days)
- by email at information.drw@ntairports.com.au
- on our website at www.darwinairport.com.au/contact;
- writing to: Stakeholder and Communications Coordinator, Darwin International Airport, PO Box 40996, CASUARINA NT 0811, AUSTRALIA

The minimum information required is your name, circumstances/detail/date/time of the complaint and your contact information.

Complaints about service you receive from an airline should be directed to that airline.

An Airport representative will communicate with you on your complaint and seek to resolve it to your satisfaction. Interaction may be verbally or by email, whatever proves the most practical. Most issues are resolved in this fashion as it is a quick and informal, but the complaint is resolved to the customer's satisfaction.



Formal Complaint and Response

If you are not satisfied with the informal response from the Airport, you can lodge a Formal Complaint. If you have not already registered your complaint in writing, you should do so via email, website or mail (addresses in the box above). A formal response obviously requires all information on the circumstances of the complaint that you are able to provide. It may be necessary to supplement the written information if provided earlier.

Unless the matter is a complex one, you could expect a formal response from the Airport dated no later than 20 working days from receiving advice that you are lodging a formal complaint. This response will be authorised by a senior Airport manager.

If it is not possible to provide a meaningful formal response within 20 working days you will receive an interim response informing you of this.



Review of Formal Complaint and Response by CEO

If you are not satisfied with the Airport response to your formal complaint you may request a review of the Airport Response by the CEO of Darwin International Airport. A review is requested by communicating in writing (email or letter to the addresses in the above box).

Unless the matter is a complex one, you can expect a response from the CEO dated no longer than 15 working days from receipt of your request for the CEO review. The response from the CEO will be the final communication with you on this complaint.