

Feedback and complaint handling process

How to lodge feedback

Please provide:

> Full and accurate information of the complaint – who, what, where, how, why?

> Your contact details.

> Suggestions on how we could improve our service.

Feedback channels

In person

You can approach our Reception desks at either:

- > Terminal 1
- > Or Adelaide Airport Management Centre

Written

Please address to:

Adelaide Airport Limited
Customer Service
1 James Schofield Drive
Adelaide Airport SA 5950

Telephone

Phone during business hours:

+61 (8) 8308 9211

Online

Email your concerns to:
airport@aal.com.au

Or complete the website Enquiry Form:
aal.com.au

Social media

Please contact us via direct messages to our accounts:

- > Facebook
- > Twitter
- > Instagram
- > LinkedIn

What we aim to do for you

We promise to respond in a respectful, courteous and professional manner to all feedback. We aim to investigate your feedback and get back to you within committed time frames as outlined below:

In person

Reception hours are:

- > Terminal 1 9am-5pm
- > Management Centre 8am-5:30pm

Our reception staff will attempt to respond to your feedback, but if this can't be done, they will offer to put you in contact with someone who can assist you.

Written

We aim to respond in writing within 10 working days of receiving your letter.

If we cannot respond within this time frame we will advise you who will respond to you, how long we expect to respond and why.

Telephone

We aim to:

- > Answer your call within 5 rings.
- > Call you back on the same day if possible or within one working day.
- > Understand the nature of your call before transferring you to other staff.

Online

We aim to respond to you within 3 working days.

If we cannot respond within this time frame we will advise you who will respond to you, how long we expect to respond and why.

Social media

Our social media accounts are managed by the marketing team at Adelaide Airport. They are checked Monday to Friday from 9am-5pm. We aim to respond to you within 1 working day.