



WE ARE LISTENING

Adelaide Airport participates in a global airport benchmarking passenger survey program - Airport Service Quality (ASQ). We also welcome customer feedback and are always happy to hear your thoughts on the Adelaide Airport experience. An overview of our latest survey and feedback results can be seen below.

Quality of Service Report

Jul - Sept 2018

Airport Service Quality (ASQ)



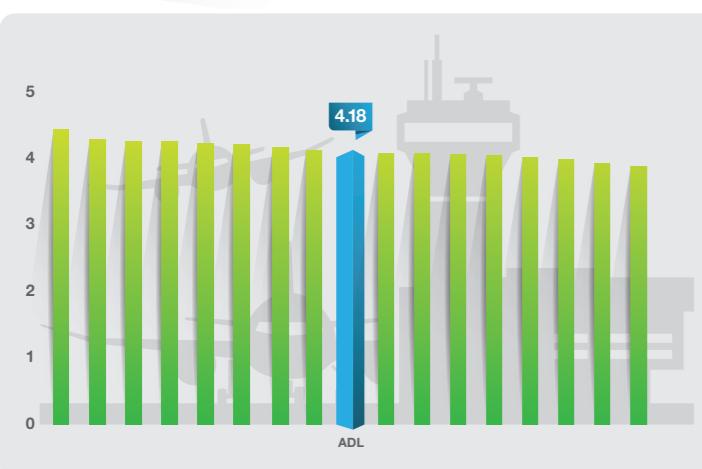
How we have performed over time



* ASQ uses a 1 to 5 point scoring system.

1 = Poor **5 = Excellent**

Our Performance in comparison to our peers



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1 = Poor **5 = Excellent**

Customer Feedback

From the total number of passengers through the terminal

2,145,990



Jul 2018 - Sept 2018

We received 180 items of customer feedback

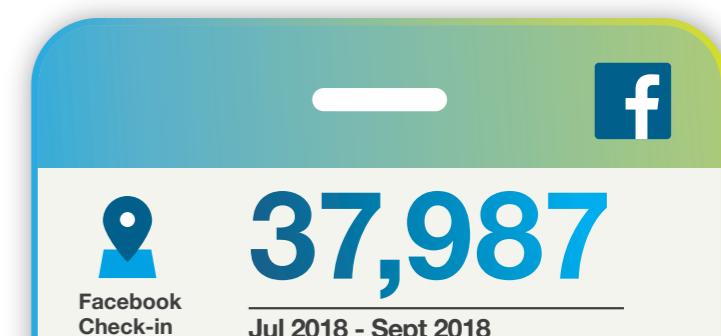


Average time to close out feedback: 8.03 days

To view our customer feedback and complaint handling process, please [click here](#).



Active conversations with our customers



“Whilst waiting at international arrivals at Adelaide airport my son, Cooper who has cerebral palsy had accidentally fallen over his own feet and unfortunately hit his head on the seats which caused uncontrollable bleeding. We were first helped by complete strangers who grabbed serviettes to help my husband to stop the bleeding, helped calm myself and my son, and called first aid. The manager of the airport then arrived immediately with a first aid kit, bandaged Coopers head, cleaned the blood dripping all down his face and calmed him down even more. He then called an ambulance and the paramedics checked him over. It was such a horrific accident, I’ve never seen so much blood, and I’m sure I would have passed out if it wasn’t for the help of all the people mentioned. Forever grateful to wonderful staff at the Adelaide Airport and for human kindness”

"Not one charging station (other than the normal power points) in major Australian Airport"