



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 your experience at Adelaide Airport. An overview of our latest survey and feedback results can be seen below.

Airport Service Quality (ASQ)



Top 5 Key Drivers of Passenger Satisfaction (Rank of Most important)

1. Waiting time in check-in queue/ line
2. Ease of finding your way through airport
3. Cleanliness of washrooms/ toilets
4. Waiting time at security inspection
5. Comfort of waiting/ gate areas

What we are working on right now

Terminal expansion project

Terminal public address system upgrade

Hidden disabilities program

New children's play area

Customer Feedback

From the total number of passengers through the terminal

2,315,642

Oct - Dec 2019

We received 191 items of customer feedback

Complaints	131
Compliments	11
Enquiries	39
Suggestions	10

Average time to close out feedback: 10.4 days

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

- Excellent customer service provided by: Adelaide Airport customer service officers, Adelaide Airport information Booth staff, SNP security staff
- Atmosphere and Entertainment in T1
- Act of Kindness by Adelaide Airport Airport Duty Manager

- Ground transport drop off/ pick up area
- Terminal Public Address System
- Cleanliness of Terminal

Social Media

15,516 **51,633**

Followers reached

Page likes

Active conversations with our customers

300

24,657
Oct 2019 - Dec 2019

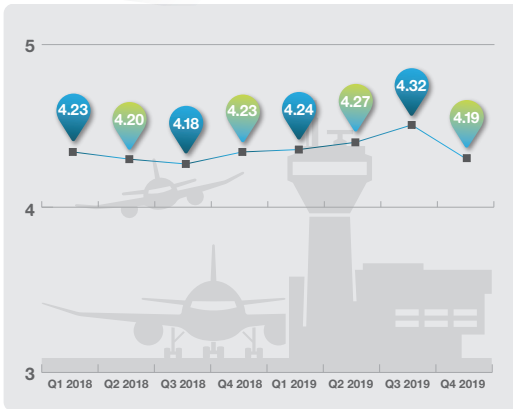
"Good free Wi-Fi, very clean, always help when needed"

"Excellent and friendly staff. Upon arriving at the drop off area with my two children to depart interstate we were quickly recognised by the staff supervising the area to have a lot of luggage and immediately they offered us assistance to get to the check in counter. Not one but two staff assisted us loading trolleys and helped us get our luggage and car seats, etc into the terminal. It made a very stressful situation manageable and easy. Thank you so much."

"Auto bag drop off very inconvenient when the conveyor belt keeps stopping: four times is too many!"

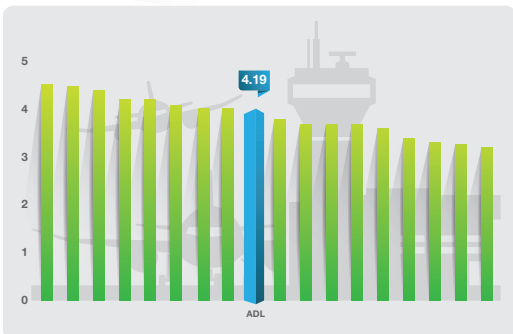
"Oh no!! Where's the playground?? It's the highlight of flying, playing on the playground plane and burning off energy during the long wait for boarding."

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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