

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
- > Adelaide Airport Management Centre
- > Or Parafield Airport Office

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:
customerfeedback@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:

- > Monday to Friday from 9am to 5pm.

Our team 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.

What we ask of you

We kindly ask for your patience and thank you for treating our team with the kindness and respect they deserve. AAL/ PAL reserve the right to cease correspondence with you if you engage with us in manner that is threatening.