

Complaints Procedure - Helping us to set things right

Introduction

This guidance explains what you should do if you want to make a complaint regarding the services you have received from the Airport.

The Airport is committed to delivering efficient, quality public services. We aim to provide prompt, courteous, helpful, open and informative information in response to every approach made by a member of the public.

We are always keen to hear the views of our clients about our performance - what we do right, and what we do wrong. We recognise that, from time to time, things go wrong and we do not always meet the standard of service that we have set ourselves. We are especially keen to hear about such instances since they provide us with an opportunity to put things right and to learn from our mistakes.

Please note that should you have a complaint about airlines or other agencies you are asked to contact them direct with the complaint concerning its service, and send a copy to the airport if appropriate.

Positive and Negative Feedback

If you do not want to make a complaint, but you do want to give the Airport feedback, either positive or negative, about the service or treatment you have received, you can complete a Guernsey Airport Comment Card. This form can also be used if you want to make a complaint or a suggestion about how our services might be improved. These forms are available from the Airport Information Desk in the main terminal, or by using the “Contact Us” button on our web site www.guernsey-airport.gov.gg

Complaints

Handling your complaints quickly, fairly, and helpfully is a key part of our approach to service delivery. However, we cannot deal with all of the matters that you might be unhappy about as complaints under these procedures.

We cannot treat your objections to our *policies* as complaints under these procedures. We will make notes of any objections to our policies that we receive, and we will make sure that the relevant policy makers - the Board of the Public Services Department — are made aware of them.

Examples of the complaints we can investigate are:

- dissatisfaction with the way in which you were treated by a member of airport staff;

- a concern over the operation of an aircraft – noise complaints etc. (certain cases may need to be referred to outside agencies if appropriate);
- a perceived failure in concessionaire activities (Retail, Cleaning, Security etc.)

The aim of these procedures

If the Airport fails to provide the quality of service you expect, we will:

- ensure that making a complaint is as easy as possible:
- treat the matter seriously from the outset, whether you contact us by comment card, telephone, letter, fax, email, or via the website;
- deal with it promptly, politely and, if possible, informally;
- include in our response an apology where we accept we have got things wrong, and where appropriate, an explanation of how things went wrong and how we will improve our performance in future; and
- record the complaint on our complaints monitoring system.

About the Procedures

The Airport's complaints procedure is in three stages that are designed to ensure that, if you are not happy with the initial response we give you (*in stage one*), you can ask more senior staff in the area concerned to consider the issue again (*stage two*). If you are still not satisfied, the Chief Officer will review the case (*stage three*) and produce a final response to your complaint.

STAGE ONE - Express your dissatisfaction informally

If you feel dissatisfied with a service you have received from the Airport, you should first try to explain your complaint directly and informally to the person you have been in contact with, or their line manager,

Airport staff will then consider your complaint and if possible try and resolve the issues that you have raised, if you are not satisfied or they are unable to deal with your complaint they will give you the name and contact details of their own senior manager for you to pursue your complaint formally with them under stage two of these procedures.

We describe Stage One as an informal stage because it is carried out with minimal record keeping, and that means it can be carried out quickly.

STAGE TWO - Making a formal complaint

If you are not satisfied with the response you receive under stage one of these procedures, you should write (letter, e-mail or fax) to the Airport Director at the following address:

Airport Director
Guernsey Airport
La Villiaze
Forest
Guernsey
GY8 0DS

Tel 01481 237766
Fax 01481 239595
E-mail airport@gov.gg

Giving as much information as possible and the complaint will be followed up by the relevant senior manager. On completion of the investigation into the complaint a written reply will be sent. Our target for replying to formal complaints at this stage of the procedure is 20 working days from the date of receipt. If it is not possible to give you a full reply within this time, we will send you an interim acknowledgement within 7 working days, telling you what is being done to deal with your complaint, and when you can expect the full reply.

STAGE THREE - Chief Officer Review

If you are not satisfied with the response under stage two, you should write to the Chief Officer of the Public Services Department. He/she will check that the stage two procedure has been completed and ask the Airport Director to review the considerations already given to the matter. He/she will then consider the matter again.

The Chief Officer aims to respond fully to stage three complaints within 10 working days. If this is not possible, he/she will write to let you know what is being done to deal with your complaint, and when you can expect the full reply. This will be the Public Services Department's final response to you under these procedures.

Complaints concerning other States Departments

If your complaint relates to a service provided by another States Department, you should contact them direct. You can find their contact details on the website www.gov.gg
