

Review of Airservices Australia's Handling of Aircraft Noise Complaints

Terms of Reference

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| <p>Review Objectives</p> | <p>To review the effectiveness of Airservices Australia's handling of complaints and enquiries relating to aircraft noise, and to recommend improvements where appropriate.</p> <p>This will include benchmarking against the five elements of effective complaint handling outlined in the Commonwealth Ombudsman's publication <i>A Better Practice Guide to Complaint Handling</i> (April 2009):</p> <ul style="list-style-type: none"> • Culture: Agencies must value complaints as a means of strengthening their administration and improving their relations with the public. • Principles: An effective complaint handling system must be modelled on the principles of fairness, accessibility, responsiveness, efficiency and integration. • People: Complaint handling staff must be skilled and professional. • Process: The seven stages of complaint handling—acknowledgment, assessment, planning, investigation, response, review, and consideration of systemic issues—should be clearly outlined. • Analysis: Information about complaints should be examined as part of a continuous process of organisational review and improvement. |
| <p>Review Scope</p> | <p>The review will examine:</p> <ul style="list-style-type: none"> • the policies, procedures, processes and systems in place relating to complaint handling. • Airservices' complaint, enquiry, records of responses and performance statistics for a 12 month period (1 July 2009 to 30 Jun 2010) • A number of case studies of individual complaints identified by both Airservices Australia and the Aircraft Noise Ombudsman |

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| | <ul style="list-style-type: none"> • Interviews with relevant staff. • Examination of responses provided to stakeholders with particular emphasis on complainants. • The level of resourcing applied to the complaint handling process. • International benchmarks for aircraft noise complaint management. | |
| Expected date of report issue | Draft: December 2010 | Final: February 2011 |