

Case studies in complaint management – Airservices Australia

Terms of Reference

Context	<p>One of the objectives of the ANO is to review the handling of aircraft noise complaints or enquiries to Airservices.</p> <p>In February 2011, the ANO's office released its first report into Airservices' complaint handling practices and processes. Airservices proposes to have all recommendations from this report actioned by December 2012. Complaints to the ANO were a primary source of information for this report. Only a small number of complainants to Airservices pursue their complaint with the ANO.</p>	
Review Objectives	<p>The objective of this review is to identify any lessons learnt, or opportunities for improvement, through an analysis of a select sample of complaints that have not resulted in the complainant contacting the ANO.</p>	
Review Scope	<p>The review will identify 50 complaints managed by the NCIS which have not resulted in the complainant contacting the ANO. Complaints will be selected from the period after 1 January 2013, as Airservices will have finalised the actions from the ANO review of 2011 by this time.</p> <p>Simple complaints (e.g. a single phone call) will be excluded. Initially, more than 50 complaints will be considered and then 50 selected for detailed review.</p> <p>From the 50 complaints, the NCIS responses (as recorded in the NCMS database) will be reviewed and assessed against NCIS procedures and best practice for complaint management. Lessons learnt, and opportunities for improvement, will be documented with formal recommendations if required.</p> <p>Specifically, the review will consider:</p> <ul style="list-style-type: none"> • Timeliness of responses • Clarity and appropriateness of information provided • Compliance with procedures and policy • Professionalism in the response • Consistency of information provided • Application of processes to manage difficult complainant behaviour <p>Input sources for the review will include</p> <ul style="list-style-type: none"> • NCMS database records • Correspondence to and from the complainant • Review of audio communications with the complainant • Follow up actions, where appropriate, taken by Airservices to pursue noise improvement opportunities. <p>The review will not identify individual complaint handlers, but rather assess the overall management of complaints.</p>	
Timeline	Draft: June 2013	Final: September 2013