



Complaints Handling Procedure

How we deal with your complaints

Introduction

Welcome to Glasgow Prestwick Airport (GPA). The airport (GPA) is committed to delivering the best possible service for all of our customers, whether you use general, military, cargo, executive or passenger aviation – as well, those of you who access our property related services, car parking, railway station and any of our facilities. The high standards that we set for ourselves applies across our full estate.

Although we endeavour to do everything that we can to maintain high quality facilities and experiences, we understand that there may be occasions when you may not be satisfied with your interaction with us.

To enable us continuously to improve and offer resolutions when you have a grievance with us, we have developed this procedure for you to provide us with feedback, comments and complaints. This procedure incorporates the actions that we will take to ensure that you are aware of how to provide feedback, comment or make a complaint and what we will do to ensure that this procedure is accessible as possible.

We consider a complaint to be:

“Any expression of dissatisfaction by one or more customers about Glasgow Prestwick Airport’s action or lack of action, or about the quality or standard of service provided by Glasgow Prestwick Airport.”

This document explains our policies and practices to ensure that Glasgow Prestwick Airport is fully accessible to as many people as possible.

1. How to Complain

We are committed to ensuring that there are no barriers when you have cause to complain. Complaints can be made in a range of ways as detailed below:

- **Face to Face** – You can speak directly with any member of staff, who can escalate any issues to their manager if required. Staff members will endeavour to resolve any issue there and then. If we are unable to resolve your issue and you would like to make a complaint, you can do so online, by email, using a complaints leaflet or in writing.
- **Social media** – customers can comment through our social media channels (twitter - @GPAPassenger or @GPABusiness or Facebook – Glasgow Prestwick Airport), which are managed by our communications and marketing team. Your comment will be responded to and passed to the Client Experience Manager. If we are unable to resolve the issue and you wish to make the comment a complaint, we will take the conversation offline and continue it on a one to one basis by email or in writing. If you subsequently wish to make a complaint, you may do so online, by email, using a complaints leaflet or in writing. Our House Rules are available on how we engage with complaints and comments on our social media site.
- **Complaints leaflet** – leaflets are available throughout the airport – in our terminal building at our Information Centre, in our Fixed Base Operation and Cargo facilities. You may obtain a leaflet also by asking any member of staff.
- **By e-mail** – You may e-mail your complaint to communications@glasgowprestwick.com
- **On-line through Airport website** – www.glasgowprestwick.com/contactus
- **By letter** – Letter should be addressed to Comments, Feedback and Complaints, Communications, Glasgow Prestwick Airport, Aviation House Prestwick, KA9 2PL
- **By telephone** – Please call 01292 511000 if you wish to complain by telephone. The operator will take details of your complaint, and pass it on to our communications team to action.

You may give your permission or authority to your carer, support worker or guardian to complain to us on your behalf if you are unable to make the complaint yourself.

2. Essential Information

To help us to deal with your complaint, it is important that you include the following information:

- Your name and contact details
- Date of travel
- Identify the airport service area you are complaining about, for example, the railway station, car parking, passenger services, security, retail or food and beverage
- The reason for your complaint
- A description of the problem and how you were inconvenienced
- What you want us to do.

3. How we will deal with the complaint

When we receive your complaint, we will pass it to the departmental manager responsible. If the complaint is straightforward, and easily resolved, we will respond to you immediately. Otherwise, we will take the following action:

- Acknowledge your complaint within two working days and fully investigate it
 - If your complaint is about the railway station, and includes any comments made about the train service or train journey you made to or from the airport, we will consult with the train operator and we will coordinate the response to you.
 - If your complaint is only about the train service or a train journey to or from the airport, we will pass it onto the train operator who will respond directly to you.
 - Should your complaint be about food and beverage or our retail services operated by our onsite business partners, we will pass these on to the operator who will respond directly to you
 - If your complaint covers different areas of the business, we will collate the responses from these areas and then respond to you.
- Respond within 10 working days and explain the outcome of the complaint or whether we need to carry out further investigation into the issues that you have raised.
- If the complaint is of a complex or serious nature, we may need to carry out a more detailed investigation into it. In these circumstances, we will advise you accordingly, and aim to respond to you within 20 working days.
- Our response will include, where relevant, an apology, details of any action taken, details of any enquiry and/or investigation carried out and whether it has been upheld, partially upheld or not upheld. If the complaint is not upheld it will also include the reason for this.

Our response to you will be either by the same means of receipt or by your stated preference.

Should our timescales for responding to you not be met because of a sudden or unexpected large increase in the volume of complaints, we will implement an emergency response timescale until the situation reverts to our normal volumes. We will notify you of this, and also both ORR and Transport Focus.

4. Frivolous and Vexatious Complaints

We reserve the right to terminate any correspondence that we believe is frivolous, vexatious or abusive. If we take this action, we will

- Work within the guidance given to us on this subject by our regulatory bodies
- Inform you of our decision and the reasons why
- Advise you of any appeals procedure.

5. Confidentiality

We will investigate and deal with your complaints in strict confidence, and all of the information relating to your complaints is held in compliance with the Data Protection Act 1998. We do not divulge any information that could allow you to be identified as part of any statistical analysis or improvement to services.

We may disclose, however, some or all of your details to third parties who may need to contribute to the answer to your complaint or where it is necessary for us to fulfil our own obligations or to bodies carrying out a statutory duty such as other transport operators or passenger representative bodies.

6. Appeals

If you are not satisfied with our initial response, please contact us again to enable us re-examine your complaint or you may contact either of the following bodies:

If your complaint concerns airport operations, you may raise the issue with the Civil Aviation Authority at www.caa.co.uk

If your complaint concerns the railway station, you may raise the issue with Transport Focus, which looks after the interest of rail passengers and may be contacted by the following means:

Transport Focus

www.transportfocus.org.uk

Email: advice@transportfocus.org.uk

Tel: 0300 123 2350

Twitter: @TransportFocus

Freepost RTEH-XAGE-BYKZ
PO Box 5594
Southend On Sea
SS1 9PZ

We will advise you of these details in our second response to you.