



**Glasgow
Prestwick
Airport**

Complaints Handling Procedure

April 2025

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Introduction

Welcome to Glasgow Prestwick Airport's (GPA) complaints handling procedure.

The airport (GPA) is committed to delivering the best possible service for all our customers, whether you use general, military, cargo, executive or passenger aviation – or you access our property related services, car parking, railway station and any of our facilities. The high standards that we set for ourselves apply 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 to improve and offer resolutions when you have a grievance, we have developed this procedure.

This document is compliant with our regulatory responsibilities to the Civil Aviation Authority for our airport operations and to the Office of Rail and Road for our railway station operation as set out in our Station Licence and is reviewed regularly to ensure compliance is maintained.

Ian Forgie

Chief Executive Officer
Glasgow Prestwick Airport
Prestwick
Ayrshire KA9 2PL

April 2025

Definition

Glasgow Prestwick Airport provides high levels of customer service to ensure your experience is pleasant, efficient and effective. Through our consistently high level of customer service, we strive to be your airport of choice. We recognise the value of listening to the feedback and complaints from our customers and take full ownership of them. We will use all information gained in this process to enhance and improve our services.

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.”

Ownership of Complaints

We welcome all feedback about our services.

We will ensure that any complaint received including those that also affect the service provided by any other company, for example, the train service serving our station, or an airline service, will be dealt with as follows:

- A complaint made about our railway station that also includes comment about train service or train journeys to/from our station will be passed to the train operator who will respond to us and we will co-ordinate the response to the customer.
- A complaint made that only concerns train services or a train journey to or from the airport will be passed to the train operator to respond to.
- A complaint about food and beverage or retail services operated by onsite business partners will be passed on to the operator concerned but we ask the complainant to independently contact the company directly and we provide contact details for them to do so.
- If the complaints cover different areas of the business, the responses from these areas will be collated by our Communications team who will respond to the complainant.
- Where the complaint involves aspects of the services at the airport, we will co-ordinate a response

When we have referred complaints to other organisations to reply to you, we will inform you in our acknowledgment of receipt.

Contacting us to make a Complaint

All complaints are handled by our dedicated Communications Team. They work with the relevant departmental managers and/or business partners and details about how to contact them are shown:

- Via our website – www.glasgowprestwick.com
- On our ‘Welcome to Prestwick International Station’ poster displayed on entry and exit of the railway station.
- At our Information Desk situated in the airport terminal building, which is open during the hours when flights are operating.

Accessibility

We are committed to ensuring that Glasgow Prestwick Airport is available and accessible to all our customers. Complaints may be made in a range of ways as detailed below:

- **Face to Face** – customers 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 issues there and then. If they are unable to resolve the customer issue and a customer would like to make a complaint, they can do so online, by email or in writing.
- **Social media** – customers can comment through our social media channels which are managed by our communications and marketing team. Customer comments will be responded to and the conversation will be taken offline and continued on a one to one basis if it is a complaint. If the matter is unable to be resolved and the customer would like to escalate it, they will be advised to do so online by email or in writing.
 - **X:** (Twitter) - @GPAPassenger
 - **Facebook:** – Glasgow Prestwick Airport
- **By e-mail** – customers may e-mail complaints to feedback@glasgowprestwick.com
- **Airport website** – www.glasgowprestwick.com/contactus
- **Mail** – Letter should be addressed to:
Comments, Feedback and Complaints, Communications, Glasgow Prestwick Airport, Aviation House Prestwick, KA9 2PL
- **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.

Equality and Diversity

We will make reasonable adjustments for customers with accessibility requirements. This will include, where required, providing information in a range of formats and languages at the request of service users to ensure that this procedure is as accessible as possible. Complainants may give their permission or authority to their carer, support worker or guardian to complain to us on their behalf if they are unable to make the complaint themselves

Recording Complaints

All complaints made to us are recorded on our complaints database, which records dates of receipt, response and closure, and if the complaint has been referred to other organisations.

Respecting Complainant Confidentiality

All information relating to complaints will be held in compliance with the Data Protection Act 1998. Any detail of a complaint that could allow a complainant to be identified will not be revealed as part of any statistical analysis or improvement to services. We may, however, divulge some or all of a complainant's details where it is necessary for us to fulfil our obligations or to bodies carrying out a statutory duty such as CAA or for Alternative Dispute Resolution.

Empowering Staff to Resolve Complaints at Source

We encourage our employees to resolve complaints they receive at source whenever possible. If customers request a formal response, however, we will do so in a means of their choice.

Response Times and Informing Complainants of Progress

If a complaint is straightforward, requiring limited or no investigation and easily resolved, we will respond to it immediately. Otherwise, we will acknowledge the complaint within two working days by the same means as the receipt of the complaint and immediately pass it to the departmental manager or business partner responsible to instigate a full investigation. We will aim to respond to complaints within a maximum of 10 working days from our initial acknowledgement to the complaint.

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 the complainant accordingly and aim to respond within 20 working days.

Full and Fair Investigation

All complaints received will receive a full and fair investigation. The depth and size of investigation will depend upon the complexity of the complaint, and the process will seek to analyse the complaint, gather evidence, corroborate and analyse the evidence, determine what happened and identify the root cause of failings.

Resolving Complaints

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. Directors will normally sign off responses to complex and serious complaints, following investigation. The response will always be in writing in the form of a letter or by e-mail depending on the complainant's initial method of contact or stated preference.

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, particularly in the case of a complaint about the railway station by the Office of Rail and Road, and will inform the complainant of our decision and the reasons why it was taken and advise them of any appeals procedure

Escalation

If a complainant is not satisfied with the outcome of a complaint following the investigative process, they may contact us again so that we can carry out a further investigation or they can contact one of the following recognised passenger appeal bodies:

- If the customer is not satisfied with our response concerning airport operations, they should contact the Civil Aviation Authority www.caa.co.uk
- the Rail Ombudsman, which is a body independent of the rail industry and who will help to resolve any unresolved complaint about the railway station, or any service received from us at the railway station. We will signpost this service to customers in our response.

Rail Ombudsman Contact Details

- Website: (including online chat): <http://www.railombudsman.org>
- Telephone: 0330 094 0362
- Textphone: 0330 094 0363
- Email: info@railombudsman.org
- X: @RailOmbudsman
- Post: FREEPOST – RAIL OMBUDSMAN

The Contact Centre team are available:

- Monday to Friday 08:00 - 20:00
- Saturday and Bank Holidays 08:00 - 13:00 (excluding Christmas Day)

Training and Development

All employees undertake customer service training within their business area, which includes training on the complaints handling procedures and will be responsible for complying within the principles and standards in this policy.

Employees who have a specific responsibility and role within the complaints handling procedures, which provide direct customer services and are responsible for supporting, co-ordinating or investigating complaints receive detailed and comprehensive role specific training.

Quality

Procedures are in place to manage the quality of day-to-day operations throughout the airport, and audits of our complaints process is carried out as part of our annual audit programme across all our operations, including the railway station. The training of our staff is a key part of the process which ensures the required skills and competency levels are maintained to uphold our quality standards.

Monitoring

Glasgow Prestwick Airport regularly monitors, reviews and analyses its performance against the complaint handling service standards that have been set. Results of the monitoring will be reported to the Chief Executive Officer and Executive Team quarterly.