

Title	Process complaints about an airport or aircraft operation		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to process: complaints about an aircraft or aircraft operator; and a complaint about airport facilities.
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Classification	Aviation > Airport Operations
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Available grade	Achieved
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Guidance Information

- 1 Definition
The term *airport* refers to aerodrome as per Civil Aviation Rules.
- 2 Reference to *enterprise procedures* means that all activities must comply with the requirements contained in the current airport exposition, current airport company manuals and procedures, and any relevant legislative and/or regulatory requirements, which may include but are not limited to: Civil Aviation Act 1990, relevant Civil Aviation Rules, New Zealand Defence Force (NZDF) Policy.

Outcomes and performance criteria

Outcome 1

Process complaints about an aircraft or aircraft operator.

Range complaint from a member of the public, complaint from another operator, a noise complaint.

Performance criteria

- 1.1 The complaint is received and recorded in accordance with enterprise procedures.

Range includes but is not limited to – name, contact address, details of complaint, time of incident.

- 1.2 The complaint is reported in accordance with enterprise procedures.

Outcome 2

Process a complaint about airport facilities.

Range may include but is not limited to – concessions, company facilities.

Performance criteria

- 2.1 The complaint about airport facilities is received in accordance with enterprise procedures.
- 2.2 The complaint is recorded and reported in accordance with enterprise procedures.
- 2.3 The complaint is acknowledged in writing to the complainant before being actioned in accordance with enterprise procedures.
- 2.4 The outcomes of the complaint are notified to the complainant after action is taken in accordance with enterprise procedures.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 December 1996	31 December 2016
Review	2	27 April 2000	31 December 2016
Revision	3	22 July 2005	31 December 2016
Review	4	21 November 2008	31 December 2016
Review	5	24 October 2014	31 December 2023
Review	6	29 July 2021	31 December 2027
Review	7	18 December 2025	31 December 2027

Consent and Moderation Requirements (CMR) reference

0028

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.