

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.
----------------	---

Classification	Aviation > Airport Operations
-----------------------	-------------------------------

Available grade	Achieved
------------------------	----------

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.

Planned review date	31 December 2026
----------------------------	------------------

Status information and last date for assessment for superseded versions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	N/A

Consent and Moderation Requirements (CMR) reference	0028
--	------

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

Comments on this unit standard

Please contact ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.