

Belfast International Airport

PRM Complaints Policy

We are committed to providing a high quality service to our customers. We can continue to improve our service by listening and responding to your comments and complaints.

Comments

We are always pleased to receive comments on the service provided. It is useful for us to know when we have done a good job as well as when things have gone less well. This helps us maintain and enhance services to our customers.

Complaints

We hope you will be fully satisfied with the service you receive but if you have a complaint we want to know about it. We will take the complaint seriously, address it and respond as quickly as possible. Complaints may be made through any form of communication convenient to the customer. Each complaint will be acknowledged within 5 days and following a thorough investigation, the complaint should be fully responded to within 30 days.

In writing

Complaints should be addressed to :-

Assistance Provision
Customer Services
Belfast International Airport
BT29 4AB

By telephone

Telephone 02894 484317

Mobile 07918706319

By Email

To csa@bfs.aero

What we need to know

To help us investigate the complaint, please provide as much information as possible.

- Whether it is an original complaint or a follow up.
- A description of what happened.
- Details of any relevant flight numbers, dates, times or previous contacts.
- Full contact details.