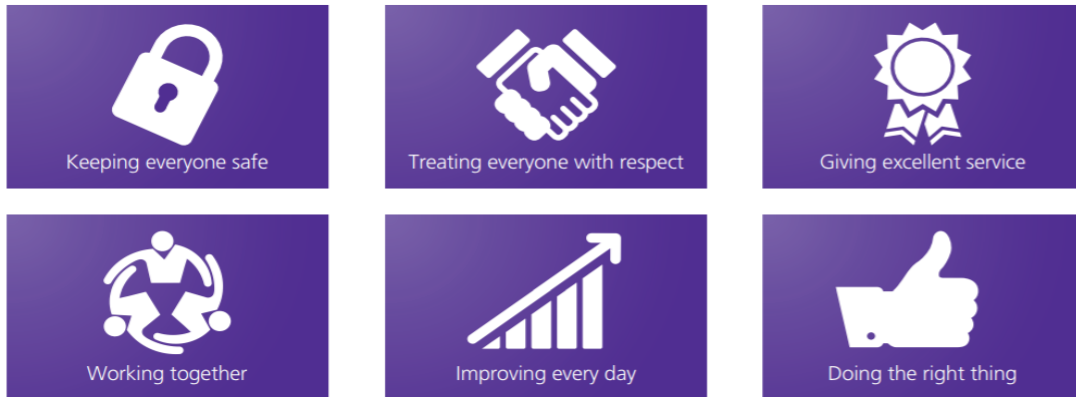


## CUSTOMER FEEDBACK AND COMPLAINTS POLICY

### Introduction

At Heathrow Airport we put customer service and commitment at the heart of what we do, and our vision is to provide the best possible service to our passengers. To achieve this, Team Heathrow works together to serve passengers and strive towards achieving our values set out below.



### How to make a provide feedback or make a complaint

This policy outlines the ways you can provide feedback or make a complaint.

We are a customer-orientated business and we are dedicated to meeting the needs of our passengers. We hope that you don't have to make a complaint about the service you receive at Heathrow, but we are sorry if things haven't gone as you expected. We want to hear your feedback, so we can try and resolve any issues as soon as possible.

Your feedback is really important to us and helps us to measure the effectiveness and quality of service that we provide and the ways that we engage with our passengers. As well as addressing passenger complaints we are always happy to receive your suggestions you may have on how we can do things better.

To confirm, this policy does not apply to: bookings that were made through a third party or agency; complaints that relate to an airline; or matters that have already been fully investigated through our customer complaints procedure.

#### Make a complaint during your journey

If you are at the airport and you wish to submit a complaint, you can speak directly with a Team Heathrow member who will try to assist you in real time. Everyone at Team Heathrow is committed to providing excellent service and should be your first point of contact should things go wrong.

#### Make a complaint using our online feedback form

If a complaint is not resolved at the time of dissatisfaction, you can make a complaint by going to the Heathrow Airport Feedback page, by clicking [here](#) or by typing the following URL into your internet browser:

<https://www.heathrow.com/more/contact-us/airport-feedback>.

The online form is a comprehensive way of raising a complaint. It allows you to pick the area of service you wish to submit a complaint about and directs your complaint to the relevant department straight away.

Alternatively, if it is not a complaint that Heathrow can deal with directly, it signposts you to the relevant guidance pages for further information and assistance.

### **Make a complaint by email**

If you don't want to use our online feedback form, you can email us at [Feedback@heathrow.com](mailto:Feedback@heathrow.com).

If you email us, you will receive an automated email response acknowledging your complaint followed by a personal response in due course.

### **Make a complaint by post**

You can also write to us at the following postal address:

Customer Services Team  
Heathrow Airport Limited  
The Compass Centre  
Nelson Road  
Hounslow  
Middlesex  
TW6 2GW

### **Speak to a member of our Customer Services Team**

If you wish to talk directly to a member of our Customer Services Team to discuss your complaint, you can call us on:

If you are calling from inside the UK:	0844 335 1801*
If you are calling from outside the UK:	00 44 20 7360 1250
Text phone for the hearing impaired:	0844 571 7410*

\* Calls cost 7p per minute plus your telephone company's network access charge

Our lines are open daily from 06:00hrs to 23:00hrs.

### **Contact us on social media**

You can use the following social media platforms to provide your feedback:

<b>Twitter</b>	<a href="https://twitter.com/heathrowairport">twitter.com/heathrowairport</a>	by sending us a tweet or direct message
<b>Facebook</b>	<a href="https://facebook.com/heathrowairport">facebook.com/heathrowairport</a>	by sending us a direct message

### **Information needed from you**

So that we can investigate your complaint efficiently and effectively, it is important that we have all the key information from the outset. Where possible, please provide the following information in your complaint:

- Your full name (as it shows on your ticket/booking confirmation)
- Your preferred contact details (email address, phone number, postal address)
- Your date of travel
- Your flight number
- Which terminal you used
- If relevant, which service or car parking product you used (and at which terminal)
- Specific details of your complaint (including the names of staff members that you spoke to) and how this impacted your travel and/or use of service
- Any other relevant details regarding your complaint

## How we will investigate your complaint

We aim to acknowledge all complaints within 72 hours. Depending on the complexity of the matter, it can up to 30 days to investigate. If the matter is likely to take longer than our anticipated timescales, we will notify you that the investigation is ongoing and that we will come back to you as soon as possible.

Our response will include information relating to the investigation and will provide you with a detailed outcome of your complaint.

## If you are not satisfied with the outcome of your complaint relating to Assistance Services (or 'Persons with Restricted Mobility' or 'PRM' Services)

You can contact CEDR who may be able to assist you further:

### Contact the Centre for Effective Dispute Resolution ("CEDR")

If your complaint relates to Assistance Services, and you are not satisfied with the outcome of your complaint, you can contact CEDR's Aviation Adjudication Scheme. CEDR provides an independent and impartial dispute resolution service.

Please note that CEDR will only review your case if you have attempted to resolve your complaint directly with us in the first instance and that the of raising a case with CEDR is £25.00.

You can find out more about CEDR by clicking [here](#) or by typing the following URL into your internet browser:

<https://www.cedr.com/consumer/aviation/>

Should you wish to submit your case to CEDR for review, please contact CEDR using the following details and providing the relevant information so they can assess your case:

Centre for Effective Dispute Resolution ("CEDR")  
Consumer Disputes  
International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

Contact Number (Aviation): 0207 536 6099  
Email: [aviation@cedr.com](mailto:aviation@cedr.com)

## Data protection

Heathrow is committed to protecting your personal information when you use our services. For details regarding how it is used, please see our privacy notice by clicking [here](#) or by typing the following URL into your internet browser:

<https://www.heathrow.com/more/help-with-this-website/privacy-notice>

## Vexatious or abusive complaints

Heathrow will not respond (or continue to respond) to any complaints made that are of an abusive or threatening nature. We do not tolerate any abusive or threatening language or behaviour towards our Team Heathrow colleagues, and where we deem it necessary, such complaints will be handed to the Police for their investigation.