

Contacting Darwin International Airport

Your feedback regarding Darwin International Airport (DIA) is important and helps us to improve systems and services. If you have a complaint or comment about your visit to the airport (e.g. terminal presentation, signage, parking, retail), you can lodge your feedback:

- via telephone by contacting reception on 61 (0) 8 8920 1811
- via email: information.drw@ntairports.com.au
- via mail to: DIA Feedback and Complaints, PO Box 40996, Casuarina NT 0811.

When lodging your complaint, please provide as much information as possible. We'll need to know the date and time of your visit to the airport, a description of the issue and any relevant details, as well as contact information so we can advise you on your complaint's progression.

Complaints about airline services such as baggage or flights will need to be directed to the airline; you can find contact details on our [website](#).

Your complaint

Upon receipt of your complaint we will provide an acknowledgment, either verbally or by email that your feedback is being addressed. From there, the detail you have provided will be used to investigate the issue with the relevant managers and a response will be prepared. Depending on the complexity of the complaint, this response may take up to 20 working days.

Review of complaint response by CEO

If you are not satisfied with the response to your formal complaint you may request a review by the CEO of DIA. A review is requested by communicating in writing.

Unless the matter is a complex one, you can expect a response from the CEO dated no longer than 15 working days from receipt of your request for the CEO review. The response from the CEO will be the final communication with you on this complaint.