

**East Midlands Airport**  
**Passenger Services Service Standards 2020-21**

**Departures**

Parameter	Pre-Booked Assistance	Non Pre-Booked Assistance
Waiting time for assistance (after making themselves known to the Assisted Travel Team)	80% of customers should wait no longer than 10 minutes for assistance	80% of customers should wait no longer than 25 minutes for assistance
	90% of customers should wait no longer than 20 minutes for assistance	90% of customers should wait no longer than 35 minutes for assistance
	100% of customers should wait no longer than 30 minutes for assistance	100% of customers should wait no longer than 45 minutes for assistance
Arrival at the gate in time for a timely boarding (Passenger to have checked in at least 60 minutes before departure time)	100% Customers	Passenger Services will make all reasonable efforts to assist in a timely manner

**Arrivals**

Parameter	Pre-Booked Assistance	Non Pre-Booked Assistance
Arriving passengers who require assistance will be met by the Passenger Services team at the aircraft side for;	80% of arriving customers within 5 minutes of 'on chocks'	80% of arriving customers within 25 minutes of 'on chocks'
	90% of arriving customers within 10 minutes of 'on chocks'	90% of arriving customers within 35 minutes of 'on chocks'
	100% of arriving customers within 20 minutes of 'on chocks'	100% of arriving customers within 45 minutes of 'on chocks'

Complaints	We will respond within 10 working days of receipt of a complaint on 95% of occasions
	We will respond in writing within 15 working days of receipt of a complaint on 100% of occasions

- All employees of who provide the Assisted Travel Service at East Midlands Airport are required to receive training tailored to the employee's function. They as a minimum should receive annual training in Customer Service and Disability Awareness covering:
  - Information on the range of disabilities incl. all types of temporary disability (broken legs, arms etc.)
  - Skills needed to communicate with disabled people, particularly those with hearing impairment or learning difficulties.
- We will monitor the performance of the service against the published standards and continually improve performance-monitoring systems. Performance against some or all of the published standards should be used to publicise the services provided and could also be included within any future passenger charter.
- We are committed to delivering the minimum standards of service as defined in ECAC Doc 30, Part 1. The service provider of the special assistance service will employ well-trained and educated staff only.
- We will undertake regular market research surveys to measure performance.
- We are committed to providing useful information to the public and other airport organisations promoting awareness of the special assistance services or arrangements available. This will emphasise the importance of pre-booking and will exploit the growing use of the Internet ensuring that information provided is in accessible formats.
- It is our aspiration that all customers are satisfied with the assistance provided. Should this not be the case we invite your feedback. You are able to provide feedback by the following means:

**Tweet us:** @EMA\_airport

**Facebook:** [www.facebook.com/eastmidsairport](http://www.facebook.com/eastmidsairport)

**Write to us:**

EMA Passenger Services  
 Building 34  
 East Midlands Airport  
 Castle Donington  
 Derby  
 DE74 2SA

**Web Feedback:** <https://www.eastmidlandsairport.com/help/contact-details/>

**Call us:** 0808 169 7032