
COMPLAINTS AND FEEDBACK

Airnorth welcomes feedback from its passenger's with regard to its services or improvements that may be made.

It is important to us that all passengers are happy with the services provided by Airnorth. If, as a passenger or carer, you have feedback about any aspect of your dealings with us, we encourage you to let us know.

It is our commitment to resolve passenger concerns to the mutual satisfaction of both parties. You may do this by writing to us at:

Marketing Department
Airnorth
PO Box 39548
WINNELLIE NT 0821

OR

EMAIL: marketing@airnorth.com.au

OR

Through our online feedback form located on our website www.airnorth.com.au

Airnorth will acknowledge any feedback within two working days.

Appeals Process

Passengers who wish to appeal the decision regarding carriage should submit their details to the Safety and Compliance Department in writing to

The Safety and Compliance Manager
Airnorth PO Box 39548
Winnellie NT 0821

OR

EMAIL: compliance@airnorth.com.au

OR

Call to discuss the matter on 08 8920 4017