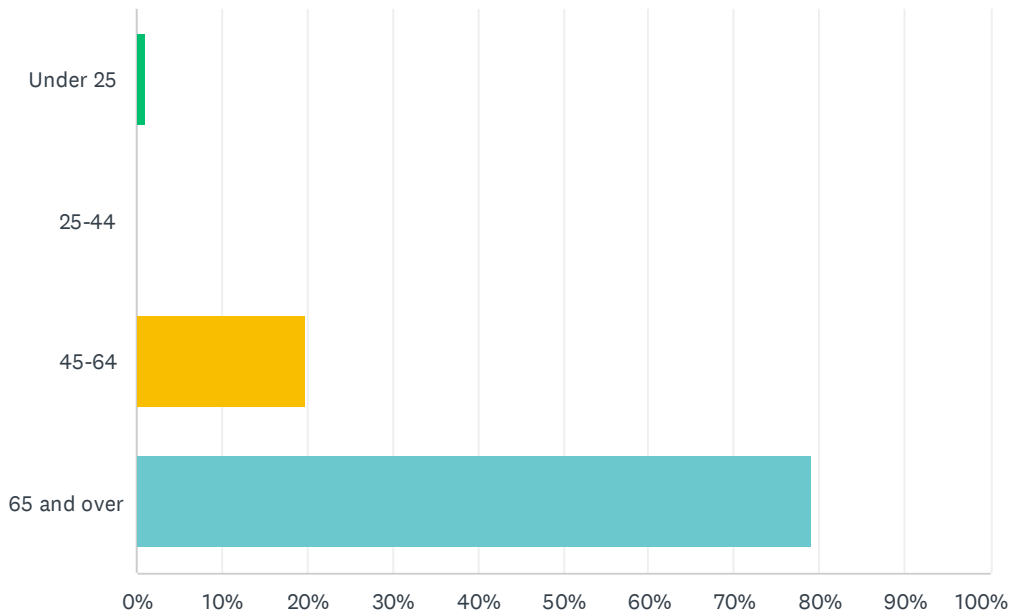


## Q1 How old were you when you travelled?

Answered: 96 Skipped: 1

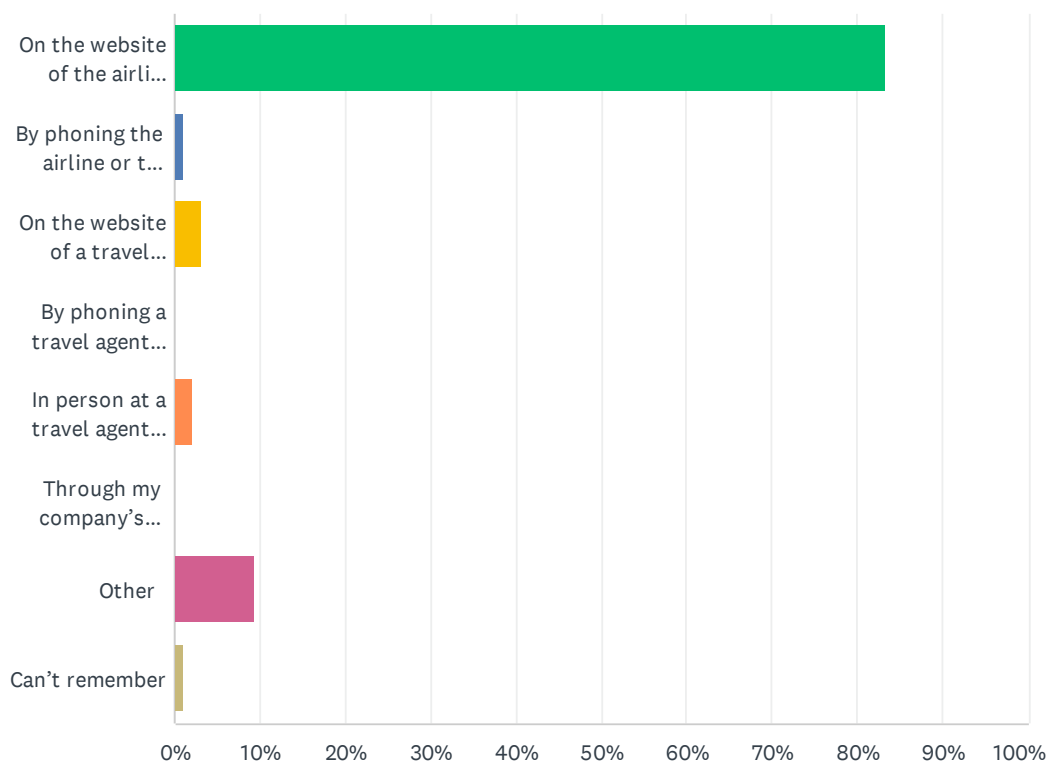


ANSWER CHOICES	RESPONSES
Under 25 (1)	1.04% 1
25-44 (2)	0.00% 0
45-64 (3)	19.79% 19
65 and over (4)	79.17% 76
<b>TOTAL</b>	<b>96</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	4.00	3.77	0.49

## Q2 How did you book your flight?

Answered: 96 Skipped: 1

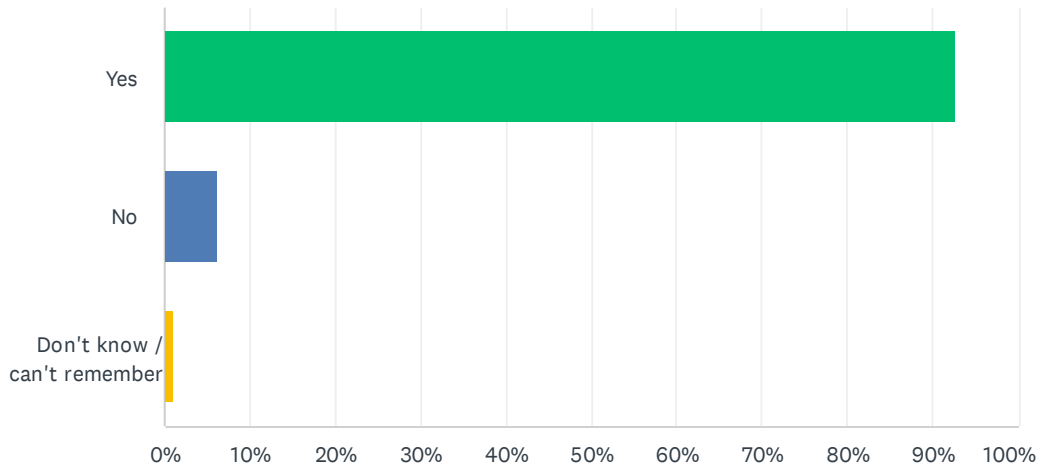


ANSWER CHOICES	RESPONSES	
On the website of the airline or tour operator (1)	83.33%	80
By phoning the airline or tour operator (2)	1.04%	1
On the website of a travel agent or price comparison service (3)	3.13%	3
By phoning a travel agent or flight comparison service (4)	0.00%	0
In person at a travel agent shop (5)	2.08%	2
Through my company's travel agent or department (6)	0.00%	0
Other (7)	9.38%	9
Can't remember (8)	1.04%	1
<b>TOTAL</b>		<b>96</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	8.00	1.00	1.79	1.93

Q3 Did you pre-book the airport assistance more than 48 hours before you arrived at the airport? (Note this is usually done at the time the flight is booked, either through the travel agent, tour operator or airline. More than 48 hours is the time required to guarantee the service).

Answered: 97 Skipped: 0

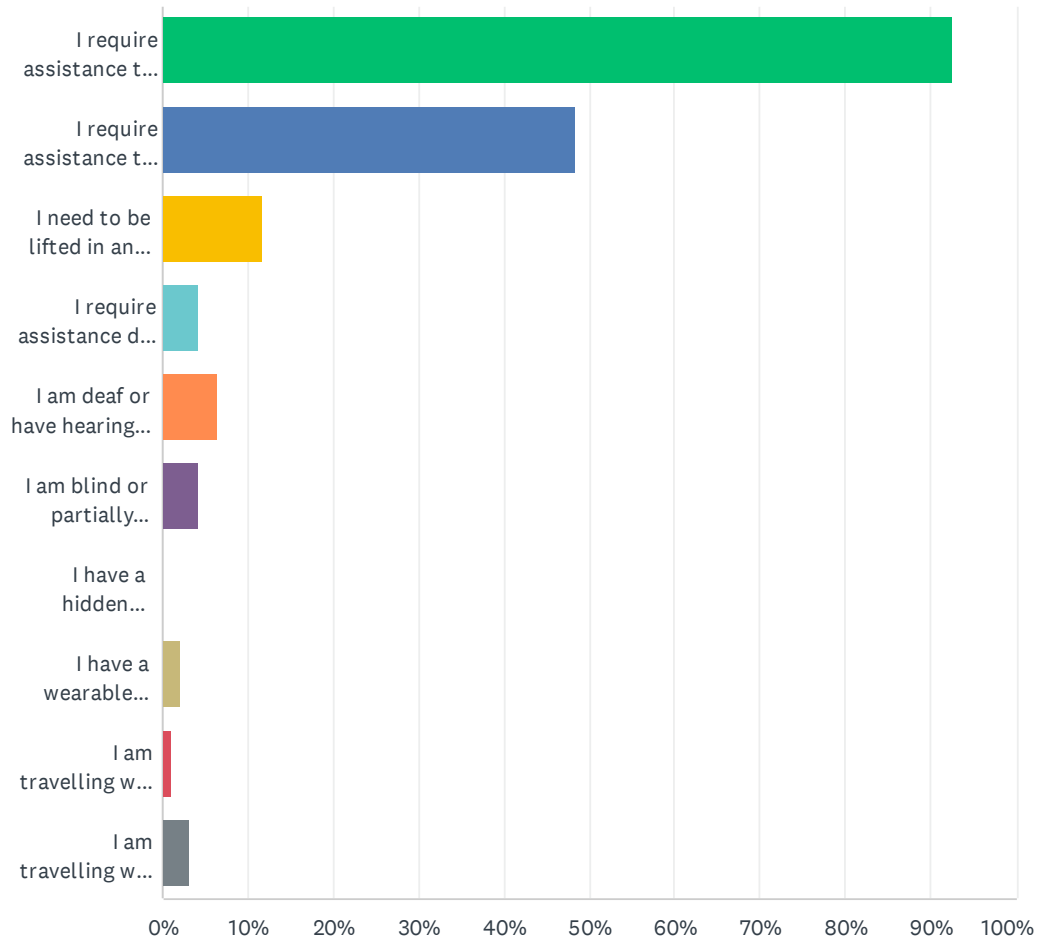


ANSWER CHOICES	RESPONSES	
Yes (1)	92.78%	90
No (2)	6.19%	6
Don't know / can't remember (3)	1.03%	1
<b>TOTAL</b>		<b>97</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.08	0.31

### Q4 Regarding the assistance you required at the airport, which of the following applies? (tick all that apply)

Answered: 93 Skipped: 4



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
I require assistance to walk for longer distances (1)	92.47%	86
I require assistance to use aircraft steps (2)	48.39%	45
I need to be lifted in and out of an aircraft seat and/ or wheelchair (3)	11.83%	11
I require assistance down the aisle of the plane to get to my seat (4)	4.30%	4
I am deaf or have hearing loss (5)	6.45%	6
I am blind or partially sighted (6)	4.30%	4
I have a hidden disability such as autism or dementia (7)	0.00%	0
I have a wearable medical device such as a stoma, insulin pump/ monitor (8)	2.15%	2
I am travelling with my own electric wheelchair or scooter (9)	1.08%	1
I am travelling with my own manual wheelchair or mobility aid (10)	3.23%	3
Total Respondents: 93		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	10.00	1.00	2.06	1.83

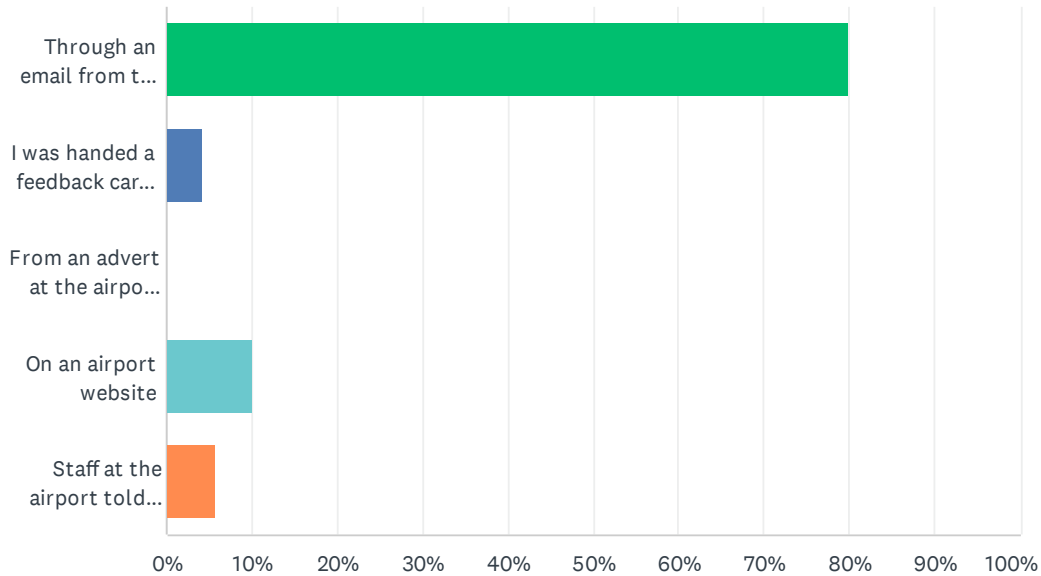
## Q5 Other:

Answered: 12 Skipped: 85

#	RESPONSES	DATE
1	I cannot stand for any length of time, i.e. in queues owing to back surgery & I travel alone	4/28/2024 4:32 PM
2	Needed help lifting my case at checkin due to having broken arms years ago cannot lift any weights	4/20/2024 6:49 AM
3	I find it very difficult to climb steps the majority of the time. Hence I generally book the ambi lift.	4/19/2024 11:54 PM
4	Your Assistance Lady, Lee, is to be congratulated on her help and kindness	4/19/2024 7:09 PM
5	I cannot walk long distances or walk up steps carrying hand luggage because I have COPD.	4/2/2024 6:52 PM
6	Cannot stand in queues	4/1/2024 9:35 AM
7	I do use a walker and wheelchair	3/30/2024 9:24 AM
8	I required assistance walking long distances, and using aircraft steps because I had appendix surgery in last 5 days and was being repatriated home.	3/20/2024 3:52 PM
9	I generally use the ambi lift, but this was not available. Given the choice of ramp or steps I chose steps and struggled. Definitely short staffed (it took half an hour for anyone to attend the checkin desk for assistance) however I cannot praise the staff who were there enough. They were struggling	2/18/2024 8:40 PM
10	Wheelchair to avoid long walking, and Lift to board Aircraft.	2/5/2024 10:32 AM
11	I had accident on holiday and couldn't walk	12/7/2023 3:06 PM
12	Pulmonary fibrosis so unable to walk very far and an inoperable cyst in base of spine which has grown around the spinal cord impacting on the feeling from my knees down	11/17/2023 4:53 PM

## Q6 How did you hear about this survey?

Answered: 70 Skipped: 27



ANSWER CHOICES	RESPONSES	
Through an email from the airport (1)	80.00%	56
I was handed a feedback card at the airport (2)	4.29%	3
From an advert at the airport e.g., poster, QR code (3)	0.00%	0
On an airport website (4)	10.00%	7
Staff at the airport told me about the survey (5)	5.71%	4
Total Respondents: 70		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	1.00	1.57	1.24

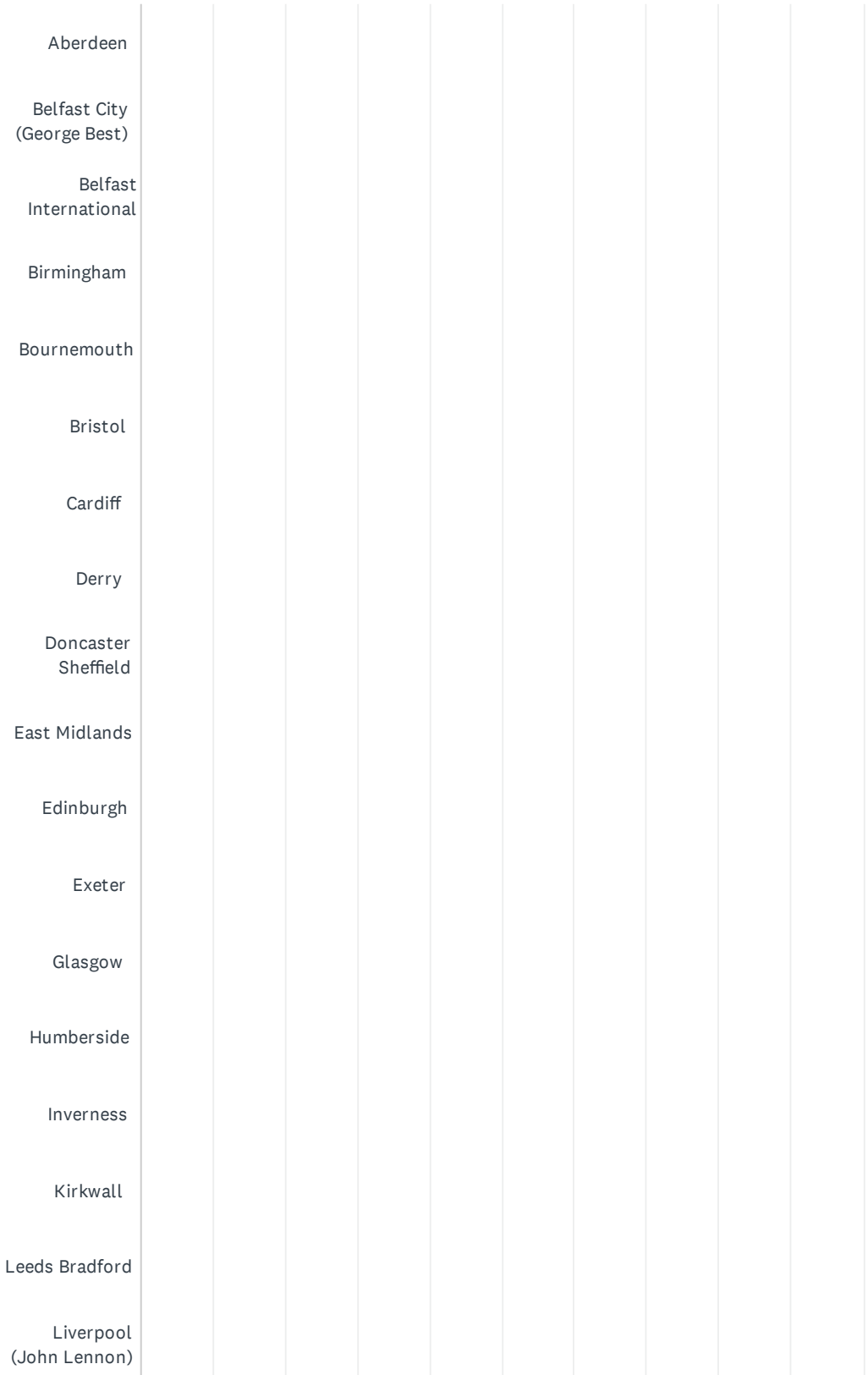
#	OTHER (PLEASE SPECIFY)	DATE
1	Easy jet	4/8/2024 7:02 AM
2	Friend	4/1/2024 9:35 AM
3	The very kind and helpful member of the Southend Airport staff who was pushing my wheel chair after I landed	3/20/2024 3:52 PM
4	I've had to use special assistance before.	3/18/2024 3:13 PM
5	From an assistant	3/8/2024 10:47 AM
6	The Lady who organised the Wheelchair was very helpful and provided advice on the process to reach the Aircraft.	2/5/2024 10:32 AM
7	Was asked for email by airport staff	1/26/2024 5:28 AM





# Q7 Please choose the UK departure airport at which you received assistance

Answered: 97 Skipped: 0



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers



## CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
Aberdeen	0.00%	0
Belfast City (George Best)	0.00%	0
Belfast International	0.00%	0
Birmingham	0.00%	0
Bournemouth	0.00%	0
Bristol	0.00%	0
Cardiff	0.00%	0
Dery	0.00%	0
Doncaster Sheffield	0.00%	0
East Midlands	0.00%	0
Edinburgh	0.00%	0
Exeter	0.00%	0
Glasgow	0.00%	0
Humberside	0.00%	0
Inverness	0.00%	0
Kirkwall	0.00%	0
Leeds Bradford	0.00%	0
Liverpool (John Lennon)	0.00%	0
London City	0.00%	0
London Gatwick	0.00%	0
London Heathrow	0.00%	0
London Luton	0.00%	0
London Stansted	0.00%	0
London Southend	100.00%	97
Manchester	0.00%	0
Newcastle	0.00%	0
Newquay	0.00%	0
Norwich	0.00%	0
Prestwick	0.00%	0
Southampton	0.00%	0
Sumburgh	0.00%	0
Other UK Airport	0.00%	0

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

Teesside TOTAL	0.00%	0 97
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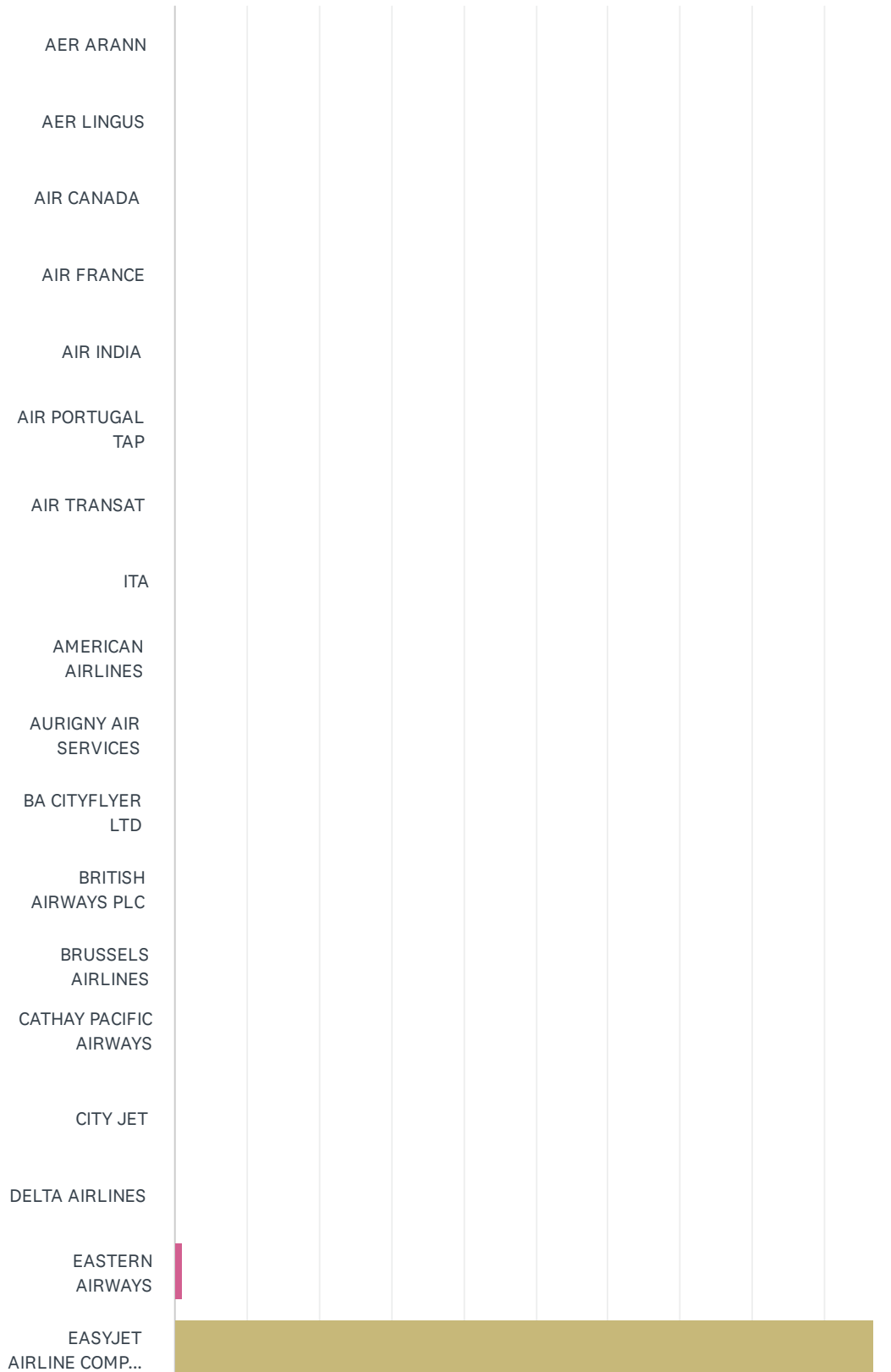
BASIC STATISTICS

Minimum 24.00	Maximum 24.00	Median 24.00	Mean 24.00	Standard Deviation 0.00
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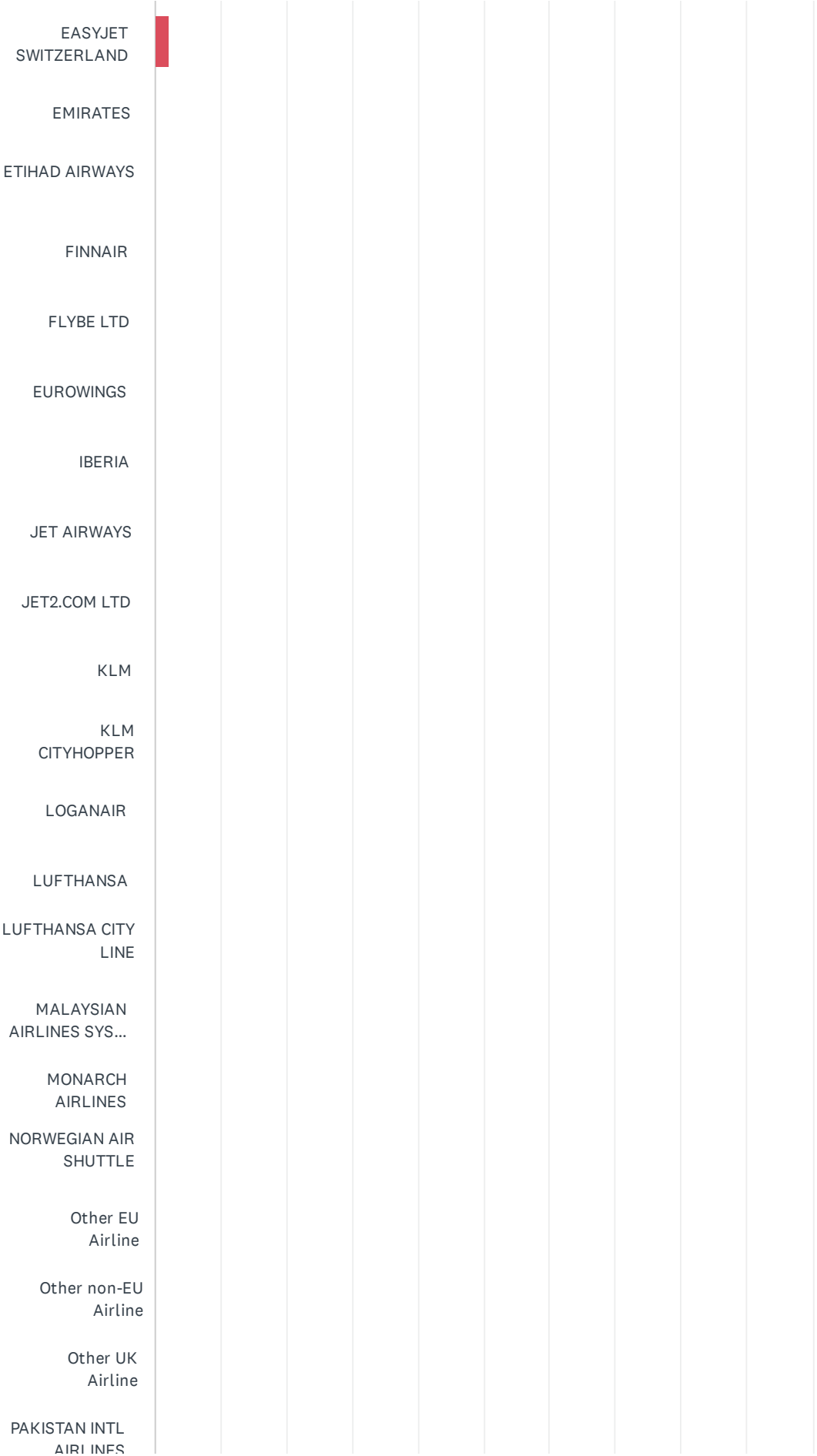
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## Q8 Which airline did you fly with? (If your airline is not in the list below, please select one of the 'Other' options)

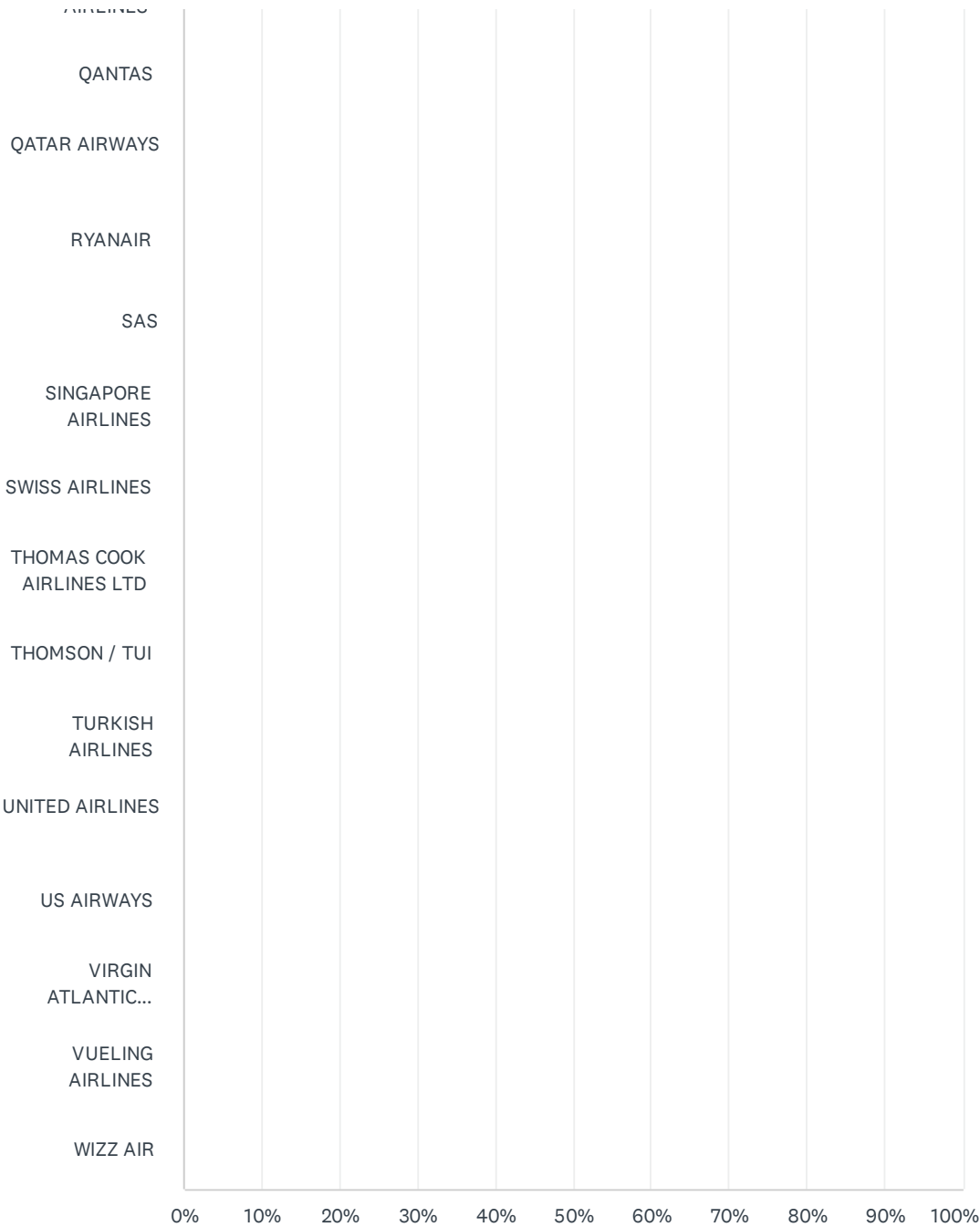
Answered: 97 Skipped: 0



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
AER ARANN	0.00%	0
AER LINGUS	0.00%	0
AIR CANADA	0.00%	0
AIR FRANCE	0.00%	0
AIR INDIA	0.00%	0
AIR PORTUGAL TAP	0.00%	0
AIR TRANSAT	0.00%	0
ITA	0.00%	0
AMERICAN AIRLINES	0.00%	0
AURIGNY AIR SERVICES	0.00%	0
BA CITYFLYER LTD	0.00%	0
BRITISH AIRWAYS PLC	0.00%	0
BRUSSELS AIRLINES	0.00%	0
CATHAY PACIFIC AIRWAYS	0.00%	0
CITY JET	0.00%	0
DELTA AIRLINES	0.00%	0
EASTERN AIRWAYS	1.03%	1
EASYJET AIRLINE COMPANY LTD	96.91%	94
EASYJET SWITZERLAND	2.06%	2
EMIRATES	0.00%	0
ETIHAD AIRWAYS	0.00%	0
FINNAIR	0.00%	0
FLYBE LTD	0.00%	0
EUROWINGS	0.00%	0
IBERIA	0.00%	0
JET AIRWAYS	0.00%	0
JET2.COM LTD	0.00%	0
KLM	0.00%	0
KLM CITYHOPPER	0.00%	0
LOGANAIR	0.00%	0
LUFTHANSA	0.00%	0
LUFTHANSA CITY LINE	0.00%	0



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

MALAYSIAN AIRLINES SYSTEM - MAS	0.00%	0
MONARCH AIRLINES	0.00%	0
NORWEGIAN AIR SHUTTLE	0.00%	0
Other EU Airline	0.00%	0
Other non-EU Airline	0.00%	0
Other UK Airline	0.00%	0
PAKISTAN INTL AIRLINES	0.00%	0
QANTAS	0.00%	0
QATAR AIRWAYS	0.00%	0
RYANAIR	0.00%	0
SAS	0.00%	0
SINGAPORE AIRLINES	0.00%	0
SWISS AIRLINES	0.00%	0
THOMAS COOK AIRLINES LTD	0.00%	0
THOMSON / TUI	0.00%	0
TURKISH AIRLINES	0.00%	0
UNITED AIRLINES	0.00%	0
US AIRWAYS	0.00%	0
VIRGIN ATLANTIC AIRWAYS LTD	0.00%	0
VUELING AIRLINES	0.00%	0
WIZZ AIR	0.00%	0
<b>TOTAL</b>		<b>97</b>

**BASIC STATISTICS**

Minimum 17.00	Maximum 19.00	Median 18.00	Mean 18.01	Standard Deviation 0.18
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## Q9 What was the date of travel for your outbound flight?

Answered: 93 Skipped: 4

ANSWER CHOICES		RESPONSES
Date		100.00% 93
#	DATE	DATE
1	26/04/2024	4/28/2024 4:33 PM
2	12/04/2024	4/26/2024 12:19 PM
3	22/04/2024	4/23/2024 11:54 AM
4	22/04/2024	4/23/2024 10:37 AM
5	22/04/2024	4/22/2024 2:57 PM
6	12/04/2024	4/20/2024 6:52 AM
7	06/05/2024	4/20/2024 12:07 AM
8	19/04/2024	4/19/2024 7:12 PM
9	15/04/2024	4/16/2024 9:15 AM
10	15/04/2024	4/15/2024 8:25 PM
11	14/04/2024	4/15/2024 8:34 AM
12	15/04/2025	4/13/2024 5:36 PM
13	05/04/2024	4/12/2024 7:19 PM
14	01/04/2024	4/12/2024 9:27 AM
15	07/04/2024	4/8/2024 7:03 AM
16	05/04/2024	4/7/2024 5:08 PM
17	02/04/2024	4/2/2024 6:56 PM
18	28/03/2024	4/1/2024 9:36 AM
19	21/03/2024	3/30/2024 9:26 AM
20	24/03/2024	3/27/2024 7:57 PM
21	27/03/2024	3/27/2024 5:48 PM
22	25/03/2024	3/25/2024 10:13 PM
23	17/03/2024	3/25/2024 11:51 AM
24	16/03/2024	3/25/2024 11:01 AM
25	23/03/2024	3/24/2024 6:23 PM
26	20/03/2024	3/20/2024 3:53 PM
27	17/03/2024	3/18/2024 5:03 PM
28	17/03/2024	3/18/2024 3:15 PM
29	10/03/2024	3/15/2024 11:31 AM
30	10/03/2024	3/15/2024 8:48 AM

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

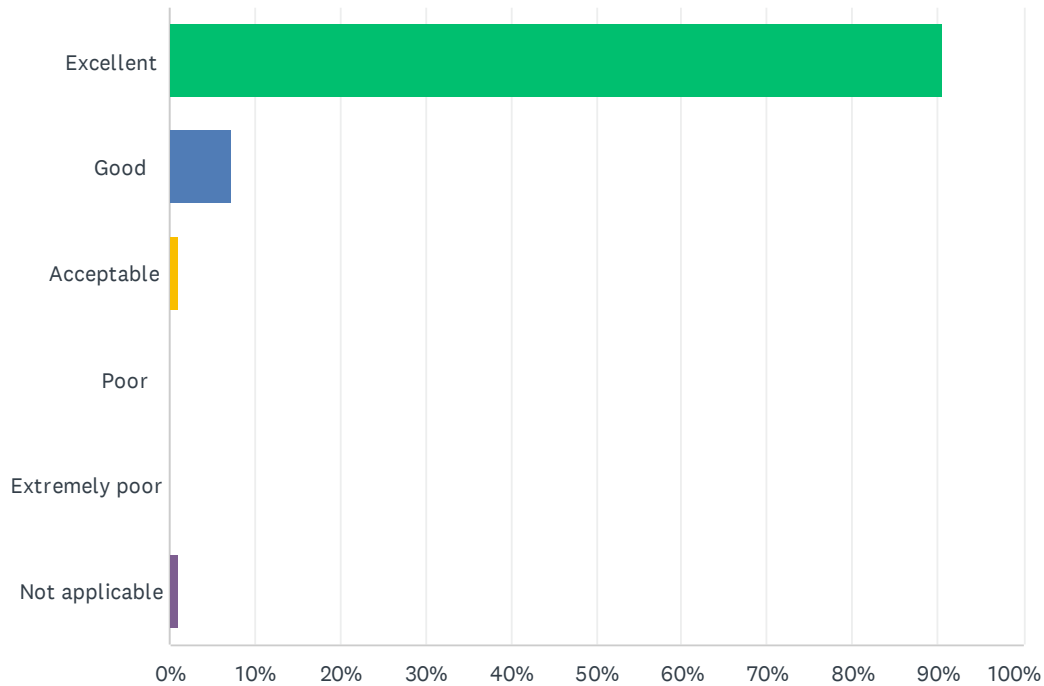
31	07/03/2024	3/14/2024 10:46 PM
32	10/03/2024	3/11/2024 5:09 PM
33	03/03/2024	3/11/2024 4:55 PM
34	03/03/2024	3/11/2024 4:52 PM
35	10/03/2024	3/11/2024 1:54 PM
36	03/03/2024	3/10/2024 12:38 PM
37	07/03/2024	3/8/2024 10:50 AM
38	25/02/2024	3/8/2024 10:42 AM
39	29/02/2024	3/4/2024 9:20 PM
40	22/02/2024	3/1/2024 12:53 PM
41	25/02/2024	2/26/2024 10:12 PM
42	21/01/2024	2/21/2024 2:46 PM
43	25/01/2024	2/19/2024 1:49 PM
44	18/02/2024	2/18/2024 9:02 PM
45	04/02/2024	2/12/2024 4:57 AM
46	04/02/2024	2/5/2024 10:34 AM
47	04/02/2024	2/5/2024 9:38 AM
48	01/02/2024	2/1/2024 10:10 PM
49	28/01/2024	1/28/2024 4:52 PM
50	25/01/2024	1/26/2024 10:24 AM
51	25/01/2024	1/26/2024 5:29 AM
52	20/01/2024	1/24/2024 12:54 PM
53	27/12/2023	1/19/2024 6:45 PM
54	14/01/2024	1/15/2024 12:29 PM
55	07/01/2024	1/8/2024 4:21 PM
56	08/01/2024	1/8/2024 9:11 AM
57	04/01/2024	1/7/2024 1:49 PM
58	21/12/2023	1/6/2024 8:29 AM
59	04/01/2024	1/4/2024 7:41 PM
60	14/12/2023	12/26/2023 8:18 PM
61	21/12/2023	12/26/2023 6:08 AM
62	21/12/2023	12/22/2023 1:56 AM
63	14/12/2023	12/19/2023 5:22 PM
64	07/12/2023	12/17/2023 2:22 PM
65	23/11/2023	12/3/2023 8:29 AM
66	23/11/2023	11/30/2023 8:35 PM
67	24/11/2023	11/28/2023 9:52 AM
68	23/11/2023	11/27/2023 7:13 PM

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

69	16/11/2023	11/19/2023 9:10 PM
70	05/11/2023	11/17/2023 4:57 PM
71	29/10/2023	11/9/2023 10:23 AM
72	05/11/2023	11/6/2023 4:15 PM
73	02/11/2023	11/6/2023 8:11 AM
74	02/11/2023	11/5/2023 5:55 PM
75	02/10/2023	11/2/2023 9:07 PM
76	28/10/2023	11/1/2023 5:46 PM
77	20/10/2023	10/30/2023 8:10 AM
78	21/10/2023	10/29/2023 11:33 AM
79	18/10/2023	10/28/2023 12:08 PM
80	18/10/2023	10/28/2023 11:56 AM
81	11/10/2023	10/23/2023 11:36 AM
82	04/10/2023	10/23/2023 11:28 AM
83	20/10/2023	10/23/2023 8:50 AM
84	15/10/2023	10/23/2023 8:13 AM
85	13/10/2023	10/22/2023 8:17 AM
86	15/10/2023	10/21/2023 7:43 PM
87	04/10/2023	10/17/2023 1:34 PM
88	30/09/2023	10/16/2023 7:55 PM
89	06/10/2023	10/16/2023 2:33 PM
90	12/10/2023	10/16/2023 9:37 AM
91	13/10/2023	10/14/2023 5:18 PM
92	29/09/2023	10/12/2023 3:27 PM
93	10/10/2023	10/10/2023 7:46 AM

## Q10 Please rate the quality of the assistance that was provided to you to help you get through the airport (i.e. from the point you arrived at the airport to the point where you were about to board the aircraft)

Answered: 96 Skipped: 1

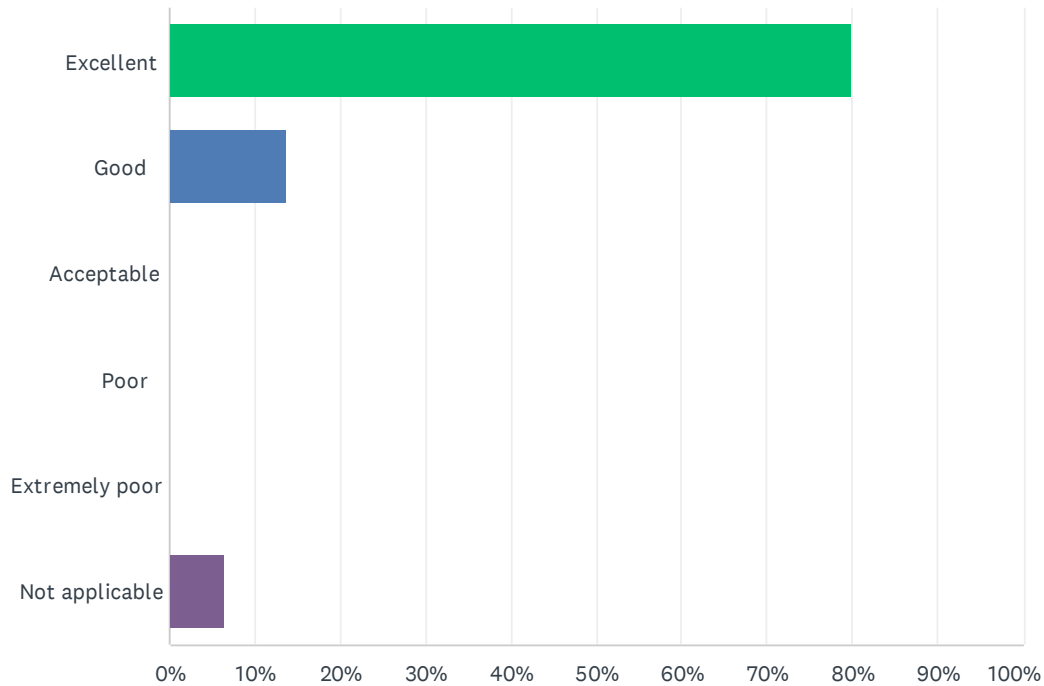


ANSWER CHOICES	RESPONSES	
Excellent (1)	90.63%	87
Good (2)	7.29%	7
Acceptable (3)	1.04%	1
Poor (4)	0.00%	0
Extremely poor (5)	0.00%	0
Not applicable (6)	1.04%	1
<b>TOTAL</b>		<b>96</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.15	0.59

## Q11 Please rate the quality of the assistance that was provided to you to help you board the aircraft, move to your seat and, if required, store your cabin baggage

Answered: 95 Skipped: 2

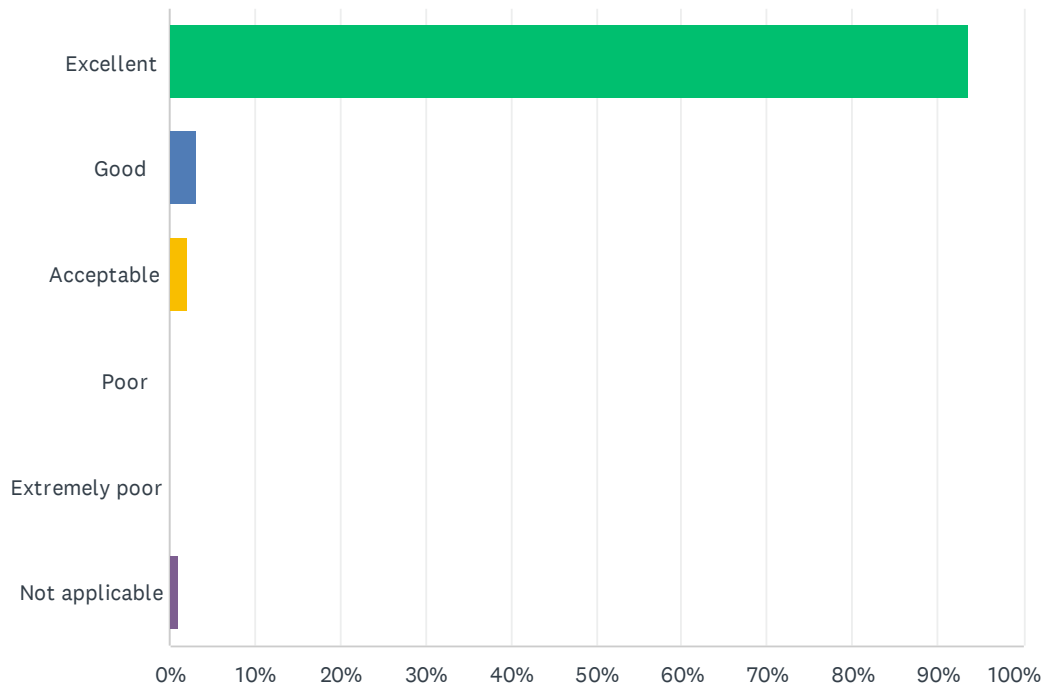


ANSWER CHOICES	RESPONSES	
Excellent (1)	80.00%	76
Good (2)	13.68%	13
Acceptable (3)	0.00%	0
Poor (4)	0.00%	0
Extremely poor (5)	0.00%	0
Not applicable (6)	6.32%	6
<b>TOTAL</b>		<b>95</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.45	1.23

## Q12 Please rate the general helpfulness and courtesy of the airport staff in meeting your assistance needs

Answered: 94 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent (1)	93.62%	88
Good (2)	3.19%	3
Acceptable (3)	2.13%	2
Poor (4)	0.00%	0
Extremely poor (5)	0.00%	0
Not applicable (6)	1.06%	1
<b>TOTAL</b>		<b>94</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.13	0.61

## Q13 Would you like to tell us anything about the assistance you received that fell below your expectations? If so, please comment below (maximum 2000 characters)

Answered: 28 Skipped: 69

#	RESPONSES	DATE
1	Helpful Friendly nothing was any trouble also the firemen pushed me up the ramp without them it would have been difficult	4/26/2024 12:19 PM
2	Exemplary service. Kind, courteous help from all the airport staff.	4/16/2024 9:15 AM
3	None	4/12/2024 7:19 PM
4	It was first class. All done with a smile.	4/7/2024 5:08 PM
5	First time travelling from London Southend - very impressed. Service and facilities were excellent.	3/30/2024 9:26 AM
6	Drop off point was too far away it was a difficult walk for both of us, there should have been a dedicated disabled drop off closer. The same distance as the walk from the railway station would be fine.	3/25/2024 10:13 PM
7	Not applicable.	3/24/2024 6:23 PM
8	N/A	3/18/2024 3:15 PM
9	Every thing was excellent. S	3/15/2024 11:31 AM
10	Nobody at the assistance area, we had to find an airport worker and they told us to look for someone in a highviz?	3/15/2024 8:48 AM
11	Every thing was as expected	3/8/2024 10:50 AM
12	One of the kindest and friendly assisted crews I have used and I am a frequent flyer.	3/4/2024 9:20 PM
13	Very good service	2/21/2024 2:46 PM
14	Despite the very best efforts of the staff present who were very kind thoughtful and dedicated There was insufficient staff to meet our collective full needs.	2/18/2024 9:02 PM
15	No.	2/12/2024 4:57 AM
16	No problems.	2/5/2024 10:34 AM
17	Crew were a bit unhelpful	1/8/2024 9:11 AM
18	nothing, everything was flawless	1/6/2024 8:29 AM
19	None	12/26/2023 6:08 AM
20	I did not require assistance on my outbound flight, only the return.	11/30/2023 8:35 PM
21	Nothing to complain about. I was very happy with the assistance I was given.	11/27/2023 7:13 PM
22	Perfect I was taken outside in the rain over to car park to meet my husband	10/30/2023 8:10 AM
23	Pleased with assistance .	10/28/2023 12:08 PM
24	Pleased with assistance .	10/28/2023 11:56 AM
25	Very good service and excellent quality staff Tracy was amazing at Southend Airport getting me around the airport and onto the plane. Thank you everyone at London Southend Airport.	10/23/2023 11:28 AM
26	N/A	10/16/2023 2:33 PM



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

27	No	10/14/2023 5:18 PM
28	Kindness arriving back wheeled straight to a taxi brilliant tried to offer reward turned down my comfort to them was sufficient those I met fitted the job	10/10/2023 7:46 AM

## Q14 Would you like to tell us anything about the assistance you received that met or exceeded your expectations? If so, please comment below (maximum 2000 characters)

Answered: 54 Skipped: 43

#	RESPONSES	DATE
1	Everything was perfect	4/26/2024 12:19 PM
2	Both on the outward flight and return flight the service was very good	4/20/2024 6:52 AM
3	There were a large number of people who had booked assistance and the staff were heavily outnumbered. They organised themselves into a relay team and it was truly impressive how swiftly we were transported from plane to exit. All staff were polite and apologetic for any waiting we had. There was hardly any delay and we're just very grateful for the service and how considerate and kind they were.	4/20/2024 12:07 AM
4	As we entered the airport a lady asked if we needed help took my name and flight I was asked if I needed a chair to take me to the gate everybody was lovely this help carried on once we landed at malaga staff went beyond their job to make sure I was OK brilliant	4/15/2024 8:25 PM
5	It is the first time we have used assistance and we were really please how easy it was and the kindness of the people involved. Thank you so much	4/15/2024 8:34 AM
6	Excellent service, couldn't be better	4/13/2024 5:36 PM
7	See above Stress free experience	4/7/2024 5:08 PM
8	Very polite, caring staff. I was kept informed throughout and nothing was too much trouble.	4/2/2024 6:56 PM
9	As above, all expectations exceeded Thank you.	3/30/2024 9:26 AM
10	The check in staff were amazing and the assistance desk was easy to locate. Although I didn't need support through the airport, I was allowed to board the plane after people with wheelchairs, avoiding the lengthy queue which would have been difficult to stand in since my surgery was only a couple of months ago. Thank you to the staff at Southend airport.	3/27/2024 7:57 PM
11	The assistance we received was first class in every aspect.	3/25/2024 10:13 PM
12	Friendliness, care and attention throughout	3/25/2024 11:51 AM
13	I cannot recommend Sounthend airport assistance more. Very helpful, kind and courteous.	3/25/2024 11:01 AM
14	Excellent service at London SEN from Lisa who was really attentive to the special needs of the traveller.	3/24/2024 6:23 PM
15	Perfectly executed service despite flight delay of over. 3 hours.	3/18/2024 5:03 PM
16	Everyone member off staff we came into contact with were wonderful.	3/18/2024 3:15 PM
17	See above.	3/15/2024 11:31 AM
18	Once we had got assistance it went quite smoothly	3/15/2024 8:48 AM
19	Lisa was looking after me. She went out of her way to help me	3/14/2024 10:46 PM
20	Lisa went out of her way to make my Wife comfortable. She was chatty and very polite	3/8/2024 10:50 AM
21	Nothing is too much bother for the staff at the airport.	3/4/2024 9:20 PM
22	very helpful assistance	3/1/2024 12:53 PM
23	Given the depleted staff they achieved more and better than expected	2/18/2024 9:02 PM
24	The team providing the Lift Service were very helpful.	2/12/2024 4:57 AM

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

25	All very good at their roles.	2/5/2024 10:34 AM
26	Very well organised, met me on my arrival at airport and were there to help the whole time until we boarded	2/5/2024 9:38 AM
27	All truly excellent all staff went over and above. Best Special assistance I have ever received.	1/26/2024 10:24 AM
28	Cheerful willing staff	1/24/2024 12:54 PM
29	Everyone was very very helpful, they couldn't do enough for me.	1/8/2024 4:21 PM
30	The Southend staff were above and beyond the course of duty. They could not do enough for you. Excellent. Thank you. Best in Uk! Having been to 7 Uk airports this year!	1/8/2024 9:11 AM
31	Way above expectations	1/7/2024 1:49 PM
32	Yes on the way out in Dec Janice was exeptional and on the way back Debbie saw to our every need	1/6/2024 8:29 AM
33	From the initial meeting at the desk through check in and boarding all went smoothly and perfectly with courteous staff.	1/4/2024 7:41 PM
34	The lovely care assistant (Janis) collected us at check in and saw us through customs She was very friendly and attentive and could not have done more	12/26/2023 6:08 AM
35	The various staff members involved were all extremely helpful and cheerful. I congratulate them and the team that trained them.	12/17/2023 2:22 PM
36	Polite, courteous and respectful lady who helped me with my transition through the airport	12/3/2023 8:29 AM
37	See above.	11/30/2023 8:35 PM
38	One of the airport staff, Julie was very friendly and helpful. She wheeled me straight to the nearby car park which was further than I thought I would be pushed. This service really did exceed my expectations.	11/27/2023 7:13 PM
39	Staff were amazing we were outside waiting for lift it was cold snd they put their jacket around me	11/19/2023 9:10 PM
40	The women pushing my chair went above and beyond to make sure our lift had arrived before she took us outside in the cold and was very helpful	11/17/2023 4:57 PM
41	Exceeded my expectations julie was polite, informative at all times and very professional.	11/9/2023 10:23 AM
42	Excellent service such excellent staff they wanted to help	11/6/2023 8:11 AM
43	Very helpful, friendly, a great service always treat me well thank you	11/2/2023 9:07 PM
44	Assistance team very helpful in aiding my assistance. Well done.	10/28/2023 12:08 PM
45	Assistance team very helpful in aiding my assistance.	10/28/2023 11:56 AM
46	All the staff were cheerful and friendly.I would like to thank the kind and honest lady who was obviously an employee(she was in the cafe' area at the exit) on the eighteenth of Oct.who followed me into the rain to give me my husband's travel bag with essential documents and money inside.I didn't get her name.I would be grateful if my thanks could be passed to her.Sue Owen	10/23/2023 11:36 AM
47	The staff were courteous and helpful throughout, above and beyond what was expected.	10/23/2023 8:50 AM
48	Lisa was very helpful and very pleasant	10/22/2023 8:17 AM
49	Just all very helpful	10/17/2023 1:34 PM
50	People involved with my assistance were polite, helpful and fruendly	10/16/2023 7:55 PM
51	The assistance personnel for both myself and my wife were extremely kind and considerate explaining what was going to happen and ensuring we both felt safe and secure at all times	10/16/2023 2:33 PM
52	The lady who helped me could not have been more kind and helpful and her name was Lee	10/16/2023 9:37 AM
53	None	10/14/2023 5:18 PM

54 The assistance staff were courteous and helpful. They kept me fully advised as to what was going on.

10/12/2023 3:27 PM

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