



(Tel) +264 61 702 2212 | Web: <http://www.dca.com.na> | Private Bag 12003 Windhoek Namibia

SERVICE STANDARDS

GENERAL SERVICE STANDARDS

- Customer visiting our offices will be attended to by a front desk officer/ administrator within 7 minutes unless other customers are already in process of being served, in which case the customer will be served when it is their turn;
- All communications and correspondences to group/section email address (such as licensing@dca.com.na, incidents@dca.com.na) will be acknowledged within 5 working days;
- Provide a written (if necessary) response to official enquiries or written communication received from the Executive Director's office within 5 days after acknowledging receipt of such communication or correspondence;
- Acknowledge complaints reported and communicated to NCAA within 2 working days and provide weekly progress/feedback until resolved

COMPLAINTS AND COMMENTS

Namibia Civil Aviation Authority (NCAA) is committed to provide excellent service and views complaints resolution as an important part of our continuous improvement.

If you are not satisfied with the services you receive, please speak with a supervisor, or give us a call at telephone number below.

Any comment, suggestion or complaint may be addressed to:

Executive Director
Namibia Civil Aviation Authority
Private Bag: 12003
Tel +264 61 702213
Email: customercomplaint@dca.com.na

Or visit our website and use the complaint portal to lodge your complaint