

Contacting CAA via our new phone system

Frequently Asked Questions

Question	Answer Description
If I leave a voicemail, when will someone call me back?	<p>We aim to return all voicemail messages within 1 business day during our operating hours. Please ensure you leave:</p> <ul style="list-style-type: none"> • Your full name • Phone number • Email address • A detailed description of your query <p>This helps us respond more efficiently</p>
Should I leave a voicemail if I call after hours or on a public holiday?	<p>Yes, you can leave a voicemail anytime. However, please note:</p> <ul style="list-style-type: none"> • Voicemails left after hours or on weekends we aim to return on the next business day • Voicemails left on public holidays we aim to return on the next business day • For emergencies, please call 111 immediately
Where can I find information on your website?	<p>Visit aviation.govt.nz for:</p> <ul style="list-style-type: none"> • Passenger information • Forms and applications • Regulatory information • Safety guidance • Contact details for specific services <p>Many queries can be resolved by visiting our website first.</p>
I was disconnected during my call. What should I do?	<p>If your call is disconnected:</p> <ol style="list-style-type: none"> 1. Call back on 04 560 9400 2. Navigate through the menu to the same department 3. Mention when you speak with someone that you were disconnected - they may be able to reconnect you
How do I make a complaint about aviation safety?	<p>For safety complaints:</p> <ol style="list-style-type: none"> 1. Please visit the aviation safety oversight page Aviation safety oversight aviation.govt.nz 2. Or visit the CAA Contact Us page 3. Select the online form for 'questions, complaints and feedback'

<p>How do I make a general complaint?</p>	<p>For general complaints:</p> <ol style="list-style-type: none"> 1. Please visit the CAA Contact Us page 2. Select the online form for 'questions, complaints and feedback' Questions, complaints, and feedback aviation.govt.nz
<p>I'm experiencing technical issues when calling. What should I do?</p>	<p>If you're experiencing technical difficulties:</p> <ol style="list-style-type: none"> 1. Try calling again from a different phone or location 2. Ensure you have a good signal if calling from a mobile 3. If the problem persists, email info@caa.govt.nz with details of the issue
<p>Who do I contact if I have feedback about the phone system?</p>	<p>We welcome feedback about our phone system. Please email info@caa.govt.nz with:</p> <ul style="list-style-type: none"> • Date and time of your call • What worked well or what could be improved • Any specific issues you encountered <p>Your feedback helps us improve our service</p>

Department Specific FAQs

<p>I need to talk to someone about pilot or engineer licensing. Which option do I choose?</p>	<p>For licensing queries:</p> <ol style="list-style-type: none"> 1. Call 04 560 9400 2. Press 2 (Medical or Licensing) 3. Press 2 again (Licensing) <p>This will connect you to our Licensing team during business hours (Mon-Fri 8am-5pm).</p>
<p>Who do I contact about medical enquiries for aviation?</p>	<p>For medical queries:</p> <ol style="list-style-type: none"> 1. Call 04 560 9400 2. Press 2 (Medical or Licensing) 3. Press 1 (Medical) <p>This will connect you to our Medical team during business hours (Mon-Fri 8am-5pm).</p>
<p>I have questions about registering an aircraft. Which option should I choose?</p>	<p>For aircraft registration queries:</p> <ol style="list-style-type: none"> 1. Call 04 560 9400 2. Press 1 (Aircraft registration,) 3. Press 1 again (Aircraft registration) <p>This will connect you to our Licensing team during business hours (Mon-Fri 8am-5pm).</p>
<p>I need to speak with someone about airspace or aerodromes. Where do I go?</p>	<p>For airspace, aerodromes, air traffic control, navigation aids, cranes, lasers, fireworks, or meteorology queries:</p> <ol style="list-style-type: none"> 1. Call 04 560 9400 2. Press 5 (Aeronautical Services Team)
<p>I have questions about drones or emerging aviation technology. Who should I contact?</p>	<p>For drones and emerging aviation technology:</p> <ol style="list-style-type: none"> 1. Call 04 560 9400 2. Press 6 (Emerging Technologies Team) <p>Alternatively, you can visit the Emerging Technologies Team Programme portal on our website or email emergingtech@caa.govt.nz</p>
<p>I need help with my Airport Identity Card</p>	<p>For Airport Identity Card queries:</p> <ol style="list-style-type: none"> 1. Call 04 560 9400

<p>(AIC). Which option do I choose?</p>	<p>2. Press 7 (Airport Identity Card helpdesk) The AIC helpdesk is available Mon-Fri 7:30am-4pm. If you need a temporary identity card, please contact your employer or the organisation you're contracted to first.</p>
<p>I have a finance or billing question. Where do I go?</p>	<p>I have a finance or billing question. Where do I go? A: For finance queries: 1. Call 04 560 9400 2. Press 3 (Finance) 3. Press 1 for Accounts Payable OR 2 for Accounts Receivable You can also email Finance@caa.govt.nz with your query.</p>
<p>How do I reach a specific Aviation Security Services office?</p>	<p>To contact a regional office: 1. Call 04 560 9400 2. Press 5 (Aviation Security Services) 3. Select your region: <ul style="list-style-type: none"> • Press 1 - Auckland • Press 2 - Christchurch • Press 3 - Dunedin • Press 4 - Hamilton • Press 5 - Invercargill • Press 6 - Queenstown • Press 7 – Wellington </p>