

TAG Farnborough Airport Quarterly Complaints Report: Q3 2017



NB: reported complaints reflect those submitted within seven days of the quarter end for complaint events occurring within the quarter

† complaints submitted without reference to a specific time are listed as a default time of 00:00

Street Name	Town	Date and time complaint relates to	Main Complaint	Noise abatement violation?	Number of specific flights in message	Action to reporter	Event Explanation
Undisclosed	Farnborough	01/07/2017 10:50	Noisy aircraft	No	1	Email	Compliant flight/s
Frensham Avenue	Fleet	01/07/2017 12:41	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	9	Email	ATC authorised non-compliant flight/s
Undisclosed	Farnborough	01/07/2017 13:42	Noisy aircraft	No	1	Email	Compliant flight/s
Curzon Drive	Church Crookham	01/07/2017 13:45	Aircraft not on perceived track	Yes with permission	1	Phone	Permitted aircraft movements
Withheld	Farnborough	01/07/2017 15:30	Noisy aircraft	No	1	Email	Compliant flight/s
Headley Hill Road	Headly	03/07/2017 11:45	Low aircraft	N/A	1	Email	No aircraft identifiable
Withheld	Fleet	05/07/2017 00:00	Noisy aircraft	N/A	1	Email	Permitted aircraft movements
Undisclosed	Old Basing	06/07/2017 08:27	Aircraft not on perceived track Noisy aircraft	No	2	Phone	Compliant flight/s
Undisclosed	Old Basing	06/07/2017 16:55	Aircraft not on perceived track	No	1	Phone	Compliant flight/s
Withheld	Fleet	07/07/2017 07:25	Noisy aircraft	N/A	19	Email	Non-TAG flight/s
Old Guildford Road	Frimley Green	08/07/2017 00:00	Low aircraft Noisy aircraft	No	1	Email	Compliant flight/s
Larchfield Road	Fleet	08/07/2017 00:00	Low aircraft Noisy aircraft	N/A	1	Email	Operation within regulations
Frensham Avenue	Fleet	08/07/2017 09:35	Aircraft not on perceived track Low aircraft Noisy aircraft Other	N/A	12	Email	Non-TAG flight/s
Queens Road	Fleet	08/07/2017 19:15	Aircraft not on perceived track Low aircraft Noisy aircraft	Yes with permission	1	Letter	ATC authorised non-compliant flight/s

Basingbourne Road	Fleet	09/07/2017 00:00	Noisy aircraft	N/A	1	Email	Operation within regulations
Longmead	Fleet	09/07/2017 00:00	Aircraft not on perceived track Low aircraft Noisy aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Camus Close	Fleet	09/07/2017 00:00	Aircraft not on perceived track Low aircraft Noisy aircraft	N/A	1	Phone	Operation within regulations
Hermes Close	Fleet	09/07/2017 00:00	Aircraft not on perceived track Low aircraft	N/A	1	Email	No aircraft identifiable
Velmead Road	Fleet	09/07/2017 13:00	Aircraft not on perceived track Noisy aircraft	Yes with permission	2	Email	ATC authorised non-compliant flight/s
Oaken Copse	Church Crookham	09/07/2017 14:30	Low aircraft Noisy aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Queens Road	Fleet	09/07/2017 16:05	Aircraft not on perceived track Low aircraft Noisy aircraft	Yes with permission	1	Letter	ATC authorised non-compliant flight/s
Withheld	Fleet	09/07/2017 18:30	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Elvetham Heath	Fleet	10/07/2017 00:00	Aircraft not on perceived track	N/A	1	Email	Permitted aircraft movements
Withheld	Woking	12/07/2017 19:00	Aircraft not on perceived track Noisy aircraft	No	1	Phone	Compliant flight/s
Rounton Road	Fleet	15/07/2017 12:39	Aircraft not on perceived track Low aircraft	Yes with permission	7	Email	ATC authorised non-compliant flight/s
Frensham Avenue	Fleet	15/07/2017 15:00	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	11	Email	ATC authorised non-compliant flight/s
Moore Road	Church Crookham	15/07/2017 19:42	Aircraft not on perceived track	Yes without permission	1	Email	Non-compliant flight/s - N.C. issued
Queens Road	Bisley	16/07/2017 00:00	Out of hours aircraft	N/A	1	Email	Operation within regulations
Weybourne	Farnham	18/07/2017 05:00	Noisy aircraft Out of hours aircraft	N/A	1	Email	Non-TAG flight/s
Frensham Avenue	Fleet	22/07/2017 12:05	Aircraft not on perceived track Low aircraft Noisy aircraft Other	No	3	Email	Compliant flight/s

West Wexford Lane	Warnborough	23/07/2017 00:00	Increased movement frequency Low aircraft Noisy aircraft	N/A	1	Email	Operation within regulations
Busk Crescent	Farnborough	26/07/2017 00:00	Increased movement frequency Odour	N/A	1	Email	Operation within regulations
Pine Grove	Fleet	29/07/2017 19:42	Noisy aircraft	No	1	Phone	Compliant flight/s
Frensham Avenue	Fleet	30/07/2017 11:17	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	2	Email	ATC authorised non-compliant flight/s
Pine Grove	Fleet	30/07/2017 17:58	Noisy aircraft	Yes with permission	1	Phone	ATC authorised non-compliant flight/s
Frensham Avenue	Fleet	06/08/2017 12:30	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Rounton Road	Fleet	06/08/2017 17:09	Aircraft not on perceived track	Yes with permission	7	Email	ATC authorised non-compliant flight/s
Frensham Avenue	Fleet	12/08/2017 10:46	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	6	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	12/08/2017 15:50	Aircraft not on perceived track	Yes with permission	1	Phone	ATC authorised non-compliant flight/s
Withheld	Fleet	12/08/2017 16:54	Aircraft not on perceived track	Yes with permission	1	Phone	ATC authorised non-compliant flight/s
Withheld	Fleet	12/08/2017 17:25	Aircraft not on perceived track	Yes with permission	1	Phone	ATC authorised non-compliant flight/s
Withheld	Fleet	15/08/2017 16:50	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	15/08/2017 17:15	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	15/08/2017 17:35	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	16/08/2017 07:20	Aircraft not on perceived track Low aircraft Noisy aircraft	No	1	Email	Compliant flight/s
The Briars	Aldershot	19/08/2017 08:00	Noisy aircraft	No	1	Email	Operation within regulations
Frensham Avenue	Fleet	19/08/2017 09:34	Aircraft not on perceived track Low aircraft Noisy aircraft Out of hours aircraft	Yes with permission	7	Email	ATC authorised non-compliant flight/s

Withheld	Fleet	19/08/2017 09:35	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	19/08/2017 09:38	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	19/08/2017 09:40	Aircraft not on perceived track	No	1	Email	Compliant flight/s
Withheld	Fleet	19/08/2017 15:00	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	20/08/2017 11:10	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	20/08/2017 11:40	Aircraft not on perceived track Noisy aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	20/08/2017 13:30	Aircraft not on perceived track Noisy aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	20/08/2017 13:45	Aircraft not on perceived track Noisy aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Fleet	20/08/2017 14:40	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Centurion Way	Basingstoke	24/08/2017 09:00	Helicopter not on perceived track Increased movement frequency Noisy aircraft	N/A	1	Email	Non-TAG flight/s
Undisclosed	Farnborough	27/08/2017 00:00	Noisy aircraft	N/A	1	Email	Operation within regulations
Withheld	Fleet	28/08/2017 12:45	Aircraft not on perceived track Noisy aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Frensham Avenue	Fleet	28/08/2017 12:48	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Grange Road	Guildford	29/08/2017 19:30	Aircraft not on perceived track Low aircraft Noisy aircraft	No	1	Phone	Compliant flight/s
Channers Gardens	Fleet	12/09/2017 00:00	Noisy aircraft	N/A	1	Email	Operation within regulations
Regent Way	Frimley	12/09/2017 00:00	Noisy aircraft Out of hours aircraft	N/A	1	Email	Operation within regulations
Frensham Avenue	Fleet	24/09/2017 16:25	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Withheld	Farnham	27/09/2017 10:08	Low aircraft	No	1	Email	Compliant flight/s