

Farnborough Airport Quarterly Complaints Report: Q1 2020

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



Town	Date and time complaint relates to	Main Complaint	Noise abatement violation?	Number of specific flights in message	Action to reporter	Event Explanation
Church Crookham	01/01/2020 12:05	Aircraft not on perceived track Low aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Fleet	04/01/2020 11:51	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Church Crookham	04/01/2020 12:25	Aircraft not on perceived track	Yes with permission	3	Email	ATC authorised non-compliant flight/s
Camberley	05/01/2020 00:00	Increased movement frequency Noisy aircraft	No	1	Phone	Compliant flight/s
Dogmersfield	09/01/2020 21:27	Noisy aircraft	No	1	Email	Compliant flight/s
Dogmersfield	10/01/2020 21:29	Noisy aircraft	No	1	Email	Compliant flight/s
Fleet	18/01/2020 16:33	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Farnborough	20/01/2020 00:00	Odour	N/A	1	Email	Compliant ground operations
Farnborough	20/01/2020 17:55	Odour	N/A	1	Phone	Compliant ground operations
Fleet	08/02/2020 12:25	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	2	Email	ATC authorised non-compliant flight/s
Camberley	26/02/2020 00:00	Aircraft not on perceived track	No	1	Email	Compliant flight/s
Farnham	03/03/2020 13:16	Aircraft not on perceived track	No	1	Letter	Compliant flight/s
Farnham	03/03/2020 13:22	Aircraft not on perceived track	No	1	Letter	Compliant flight/s
Farnham	06/03/2020 15:03	Aircraft not on perceived track	No	1	Letter	Compliant flight/s
Farnham	06/03/2020 15:37	Aircraft not on perceived track	No	1	Letter	Compliant flight/s
Farnham	06/03/2020 15:41	Aircraft not on perceived track	No	1	Letter	Compliant flight/s
Farnham	06/03/2020 15:47	Aircraft not on perceived track	N/A	1	Letter	No aircraft identifiable

Farnham	06/03/2020 16:12	Aircraft not on perceived track	No	1	Letter	Compliant flight/s
Farnham	08/03/2020 16:00	Aircraft not on perceived track	No	1	Letter	Compliant flight/s
Farnham	08/03/2020 16:15	Aircraft not on perceived track	No	1	Letter	Compliant flight/s
Church Crookham	08/03/2020 19:13	Aircraft not on perceived track	Yes without permission	1	Email	Non-compliant flight/s - N.C. issued
Church Crookham	12/03/2020 11:30	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Tilford	13/03/2020 12:30	Noisy aircraft	No	1	Email	Compliant flight/s
Church Crookham	14/03/2020 14:07	Aircraft not on perceived track	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Farnham	14/03/2020 15:18	Low aircraft Noisy aircraft	No	1	Letter	Compliant flight/s
Tilford	16/03/2020 00:00	Increased movement frequency Low aircraft Noisy aircraft	No	1	Email	Permitted aircraft movements
Church Crookham	01/01/2020 15:10	Aircraft not on perceived track Low aircraft	N/A	1	Email	Non-Farnborough flight/s
Camberley	06/01/2020 03:17	Noisy helicopter Out of hours aircraft	N/A	1	Phone	Non-Farnborough flight/s