

Farnborough Airport Quarterly Complaints Report:

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

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



Town	Date and time of complaint issue	Complaint issues	Violation status	Number of specific flights reported	Action to reporter	Event Explanation	Primary or unrelated primary
Frimley	1/10/2023 8:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 8:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 9:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 9:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 9:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 9:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 9:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnham	1/10/2023 9:39	Noisy aircraftSize / type of aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 9:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 9:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnham	1/10/2023 10:02	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	1/10/2023 16:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	1/10/2023 16:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	1/10/2023 17:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	1/10/2023 17:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	1/10/2023 19:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	2/10/2023 8:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Frimley	2/10/2023 17:38	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Wrecchlesham	2/10/2023 18:57	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Hindhead	2/10/2023 20:02	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Frimley	2/10/2023 21:34	Noisy aircraftOut of hours aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnborough	3/10/2023 12:12	Other	N/A	1	Phone	Compliance confirmed - other	Primary
Guildford	3/10/2023 17:23	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	3/10/2023 17:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	3/10/2023 17:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	3/10/2023 17:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	3/10/2023 18:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	3/10/2023 18:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	4/10/2023 19:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	4/10/2023 19:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Hindhead	5/10/2023 19:21	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	5/10/2023 19:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Hindhead	5/10/2023 19:39	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	5/10/2023 20:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Hindhead	5/10/2023 21:40	Out of hours aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	5/10/2023 21:41	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Frimley	6/10/2023 8:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	6/10/2023 17:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Frimley	6/10/2023 18:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Guildford	6/10/2023 20:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	6/10/2023 20:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/10/2023 8:07	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	7/10/2023 8:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/10/2023 14:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/10/2023 14:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/10/2023 16:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	8/10/2023 8:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary

Wreclesham	23/10/2023 16:37	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wreclesham	23/10/2023 16:46	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wreclesham	23/10/2023 17:10	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Frimley	24/10/2023 7:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Tilford Farnham	24/10/2023 9:13	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Hindhead	24/10/2023 12:28	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	24/10/2023 13:38	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	24/10/2023 13:38	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	24/10/2023 13:48	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Hindhead	24/10/2023 14:43	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	24/10/2023 14:47	Low helicopter	Noisy aircraft	N/A	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	24/10/2023 14:48	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	24/10/2023 15:20	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	24/10/2023 16:05	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Crandall	25/10/2023 0:45	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Tilford Farnham	25/10/2023 8:14	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	25/10/2023 8:19	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wreclesham	25/10/2023 8:30	Circling aircraft	Noisy aircraft	N/A	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wreclesham	25/10/2023 8:33	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	25/10/2023 8:34	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wreclesham	25/10/2023 9:42	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	26/10/2023 7:48	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 12:33	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 13:15	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 13:43	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 13:49	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 14:25	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 14:55	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 15:20	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 15:49	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 16:27	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	26/10/2023 17:18	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	26/10/2023 17:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	26/10/2023 17:40	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	26/10/2023 17:40	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	26/10/2023 17:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Tilford Farnham	26/10/2023 19:02	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	26/10/2023 19:07	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	26/10/2023 20:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Frimley	26/10/2023 20:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Hindhead	27/10/2023 10:49	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Hindhead	27/10/2023 10:53	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Hindhead	27/10/2023 10:56	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	27/10/2023 10:58	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	27/10/2023 11:01	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Hindhead	27/10/2023 11:04	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	27/10/2023 12:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Hindhead	27/10/2023 12:33	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	27/10/2023 13:09	Low aircraft	Noisy aircraft	N/A	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Hindhead	27/10/2023 18:09	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	27/10/2023 18:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Hindhead	27/10/2023 18:39	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Frimley	28/10/2023 8:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	28/10/2023 8:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Hindhead	28/10/2023 9:10	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	28/10/2023 9:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Hindhead	28/10/2023 9:26	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	28/10/2023 10:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/10/2023 15:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Guildford	18/11/2023 13:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	19/11/2023 13:38	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	19/11/2023 14:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	19/11/2023 14:14	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	19/11/2023 14:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	19/11/2023 15:22	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	19/11/2023 15:27	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	19/11/2023 15:29	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	19/11/2023 15:30	Circling aircraftLow helicopter	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	19/11/2023 15:35	Circling aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	19/11/2023 15:54	Aircraft not on perceived trackLow helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	19/11/2023 19:00	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	19/11/2023 19:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	19/11/2023 19:23	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	19/11/2023 19:30	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	19/11/2023 19:32	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	20/11/2023 12:23	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	20/11/2023 13:24	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	20/11/2023 13:29	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	20/11/2023 13:36	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	20/11/2023 13:50	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
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Guildford	20/11/2023 16:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/11/2023 19:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/11/2023 19:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/11/2023 20:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
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Farnham	22/11/2023 11:01	Low helicopter	N/A	1	Email	Unrelated to FAL	Primary
Farnham	22/11/2023 15:21	Low helicopter	N/A	1	Email	Unrelated to FAL	Primary
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Frensham	23/11/2023 12:01	Low aircraftNoisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	23/11/2023 16:31	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/11/2023 19:18	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/11/2023 19:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	24/11/2023 11:55	Low aircraft	N/A	1	Email	Unrelated to FAL	Primary
Farnham	24/11/2023 13:04	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	24/11/2023 13:33	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	24/11/2023 13:40	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
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Farnham	24/11/2023 18:03	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	24/11/2023 18:28	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	24/11/2023 19:20	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
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Crondall	28/11/2023 11:22	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Guildford	28/11/2023 16:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/11/2023 16:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	28/11/2023 16:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Farnborough	3/12/2023 16:23	Ground noise		1	Email		Primary
Guildford	3/12/2023 18:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Frimley	3/12/2023 19:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnham	4/12/2023 7:05	Circling aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	4/12/2023 7:07	Circling aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	4/12/2023 7:15	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnborough	4/12/2023 19:52	Ground noise		1	Email		Primary
Farnborough	4/12/2023 20:09	Ground noise		1	Email		Primary
Guildford	5/12/2023 10:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	5/12/2023 10:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
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Farnham	5/12/2023 16:30	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
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Guildford	6/12/2023 9:29	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	6/12/2023 9:34	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	6/12/2023 9:39	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	6/12/2023 9:44	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	6/12/2023 9:48	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	6/12/2023 9:56	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
The Sands	6/12/2023 10:15	Low helicopterNoisy helicopter	N/A	1	Email	Unrelated to FAL	Primary
Ewshot	6/12/2023 10:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Farnham	6/12/2023 13:11	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	6/12/2023 15:32	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
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Farnham	6/12/2023 15:51	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
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Frimley	6/12/2023 20:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
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Guildford	8/12/2023 8:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	8/12/2023 20:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	9/12/2023 13:29	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	9/12/2023 13:30	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	9/12/2023 13:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	10/12/2023 8:12	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	10/12/2023 17:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	10/12/2023 17:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	10/12/2023 18:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	11/12/2023 7:32	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	11/12/2023 8:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/12/2023 13:38	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/12/2023 14:07	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/12/2023 14:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/12/2023 14:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	11/12/2023 18:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/12/2023 18:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/12/2023 18:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	11/12/2023 19:26	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	11/12/2023 19:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	12/12/2023 17:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	13/12/2023 19:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Farnborough	27/12/2023 12:29	Ground noise		1	Email		Primary
Farnham	27/12/2023 13:17	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	27/12/2023 13:20	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	27/12/2023 14:49	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	27/12/2023 15:21	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	27/12/2023 16:00	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	27/12/2023 18:27	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	28/12/2023 10:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/12/2023 19:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/12/2023 8:07	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/12/2023 9:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/12/2023 9:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	29/12/2023 20:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	30/12/2023 8:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Fleet	31/12/2023 7:51	Circling aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnborough	31/12/2023 9:39	Noisy aircraft		1	Email		Primary
Guildford	31/12/2023 11:37	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Farnborough	31/12/2023 13:12	Noisy aircraft		1	Email		Primary
Guildford	31/12/2023 18:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Further Information

<i>Compliance confirmed - DEP NA</i>	<i>The aircraft followed the SID for the first 3nm for noise abatement</i>
<i>Compliance confirmed - ARR NA</i>	<i>The aircraft followed the STAR for the last 3nm for noise abatement</i>
<i>Compliance confirmed - ATC Instruction</i>	<i>The aircraft was instructed by ATC to follow an alternative departure or arrival</i>
<i>Compliance confirmed - SID</i>	<i>The aircraft followed the published SID (standard instrument departure)</i>
<i>Compliance confirmed - STAR</i>	<i>The aircraft followed the published STAR (standard terminal arrival route)</i>
<i>Compliance confirmed - within PP</i>	<i>The complaint raised query over 106 Obligations (eg. Permitted numbers, operational hours, APU use, odour), activities were compliant with the planning permission</i>
<i>Compliance confirmed - other</i>	<i>A required catch all to cover anything not covered above</i>
<i>NON-COMPLIANCE - DEP NA deviation</i>	<i>The aircraft was identified by FAL flight auditing as failing to meet departure noise abatement. Violations procedure</i>
<i>NON-COMPLIANCE - ARR NA deviation</i>	<i>The aircraft was identified by FAL flight auditing as failing to meet arrival noise abatement. Violations procedure</i>
<i>NON-COMPLIANCE - SID deviation</i>	<i>The aircraft failed to adhere to the SID or ATC instructions. After noise abatement, subject to investigation by NATS</i>
<i>NON-COMPLIANCE - STAR deviation</i>	<i>The aircraft failed to adhere to the STAR or ATC instructions. After noise abatement, subject to investigation by NATS</i>
<i>NON-COMPLIANCE - PP breach</i>	<i>The complaint raised query over 106 Obligations, investigation confirmed a breach of planning permission</i>
<i>NON-COMPLIANCE - other</i>	<i>A required catch all to cover anything not covered above</i>
<i>Non-identifiable aircraft</i>	<i>The flight tracking system shows no identifiable aircraft at the report date/time</i>
<i>Unrelated to FAL</i>	<i>The flight tracking system identified the reported flight as a non-Farnborough flight, transient through the area</i>
<i>No Investigation</i>	<i>When investigation of complaints have been suspended in accordance with the Complaints Charter as a result of a complainant persistently reporting compliant flights</i>