

# 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
Farnham	1/04/2023 8:43	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	1/04/2023 9:45	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	1/04/2023 12:34	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	1/04/2023 8:41	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	1/04/2023 9:56	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	1/04/2023 13:21	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	1/04/2023 17:56	Aircraft not on perceived trackNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	1/04/2023 18:49	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	3/04/2023 10:20	Other	N/A	1	Email	Compliance confirmed - other	Primary
Farnham	3/04/2023 12:26	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/04/2023 9:07	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/04/2023 9:32	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/04/2023 10:37	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/04/2023 11:02	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/04/2023 11:12	Aircraft not on perceived trackNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	5/04/2023 18:30	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	5/04/2023 12:43	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	5/04/2023 14:40	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	5/04/2023 15:39	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	5/04/2023 15:50	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	5/04/2023 16:51	Aircraft not on perceived trackLow aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	5/04/2023 19:30	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	5/04/2023 19:52	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	5/04/2023 21:19	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	6/04/2023 18:05	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	9/04/2023 16:25	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	11/04/2023 9:57	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnborough	11/04/2023 11:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	12/04/2023 8:21	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	12/04/2023 12:14	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	12/04/2023 14:11	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Unrelated to FAL	Primary
Tilford Farnham	12/04/2023 15:00	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Churt	1/04/2023 11:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	11/04/2023 15:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	13/04/2023 19:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	1/04/2023 12:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	4/04/2023 18:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	5/04/2023 15:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	6/04/2023 12:08	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	14/04/2023 7:28	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Fleet	3/04/2023 15:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	6/04/2023 15:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	6/04/2023 17:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	9/04/2023 12:40	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	11/04/2023 15:18	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/04/2023 17:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	11/04/2023 18:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	12/04/2023 15:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	12/04/2023 18:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	12/04/2023 19:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Hindhead	14/04/2023 16:25	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary



















Wrecclesham	8/06/2023 12:22	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	8/06/2023 13:17	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	8/06/2023 13:24	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	8/06/2023 13:37	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	8/06/2023 14:00	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	8/06/2023 14:10	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	8/06/2023 14:54	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	8/06/2023 14:56	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	8/06/2023 14:56	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	8/06/2023 17:20	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	8/06/2023 17:26	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	8/06/2023 17:40	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	8/06/2023 18:18	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	8/06/2023 19:38	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Churt	16/06/2023 0:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	17/06/2023 19:25	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	17/06/2023 19:27	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wanborough	20/06/2023 11:38	Noisy aircraft		1	Email		Primary
Fleet	18/06/2023 10:37	Noisy aircraft		1	Email		Primary
Alton	6/06/2023 2:35	Noisy aircraft		1	Email		Primary
Holt Pound	19/06/2023 14:20	Noisy aircraft		1	Email		Primary
Guildford	16/06/2023 20:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/06/2023 19:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	18/06/2023 9:40	Increased movement frequencySize / type of aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Holt Pound	17/06/2023 14:48	Low aircraftNoisy aircraft		1	Email		Primary
Holt Pound	19/06/2023 15:10	Low aircraftNoisy aircraft		1	Email		Primary
Churt	19/06/2023 22:15	Increased movement frequencyLow aircraft		1	Email		Primary
Farnborough	18/06/2023 14:21	Ground noiseNoisy aircraft		1	Email		Primary
Farnham	22/06/2023 19:13	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnborough	25/06/2023 16:57	Ground noise		1	Email		Primary
Frimley	25/06/2023 8:13	Noisy aircraft		1	Email		Primary
Farnborough	25/06/2023 16:05	Ground noiseIncreased movement frequencyOdour		1	Phone		Primary
Farnborough	26/06/2023 11:26	Noisy aircraftOdour		1	Phone		Primary
Guildford	19/06/2023 18:29	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	19/06/2023 18:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	19/06/2023 20:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	19/06/2023 20:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	19/06/2023 20:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/06/2023 15:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/06/2023 17:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	20/06/2023 17:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/06/2023 18:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/06/2023 18:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 7:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 8:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 16:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 17:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 17:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 17:32	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 17:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 18:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 18:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 18:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 20:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	21/06/2023 20:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	21/06/2023 20:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 21:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2023 21:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	22/06/2023 16:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/06/2023 16:40	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	22/06/2023 16:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/06/2023 16:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/06/2023 17:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary



Guildford	27/06/2023 19:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Wanborough	27/06/2023 19:30	Aircraft not on perceived trackNoisy aircraft		1	Email		Primary
Farnborough	19/06/2023 21:40	Noisy aircraft		1	Phone		Primary
Mytchett	27/06/2023 16:13	Low aircraftNoisy aircraftSize / type of aircraft		1	Phone		Primary
Tilford Farnham	27/06/2023 14:52	Circling aircraftNoisy aircraft		1	Email		Primary
Hindhead	30/06/2023 19:14	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	30/06/2023 19:23	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	30/06/2023 19:26	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	30/06/2023 19:29	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wanborough	20/06/2023 11:38	Noisy aircraft		1	Email		Primary
Wanborough	29/06/2023 0:11	Noisy aircraft		1	Email		Primary
Farnham	30/06/2023 11:35			1	Email		Primary
Farnham	30/06/2023 11:53	Aircraft not on perceived trackLow aircraft		1	Email		Primary
Farnham	30/06/2023 16:54	Low aircraft		1	Email		Primary
Guildford	28/06/2023 10:29	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	28/06/2023 13:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 13:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 14:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 14:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 15:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	28/06/2023 17:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 17:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 18:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 18:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 19:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2023 19:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	28/06/2023 20:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/06/2023 15:32	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/06/2023 16:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	29/06/2023 17:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/06/2023 18:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	29/06/2023 19:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/06/2023 13:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	30/06/2023 18:18	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/06/2023 19:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/06/2023 20:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	30/06/2023 18:02	Other		1	Email		Primary

## Further information

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



