

# Farnborough Airport Quarterly Complaints Report: Q4 2019



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 | 19/10/2019 15:22                   | Aircraft not on perceived track<br>Noisy aircraft                          | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |
| Dogmersfield    | 19/10/2019 16:02                   | Low aircraft<br>Noisy aircraft   | No                         | 1                                     | Email              | Compliant flight/s                    |
| Fleet           | 27/10/2019 11:39                   | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other | Yes with permission        | 2                                     | Email              | ATC authorised non-compliant flight/s |
| Frimley         | 02/11/2019 12:46                   | Other  | No                         | 1                                     | Email              | Compliant flight/s                    |
| Fleet           | 03/11/2019 13:36                   | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other | Yes with permission        | 3                                     | Email              | ATC authorised non-compliant flight/s |
| Frimley         | 06/11/2019 18:24                   | Noisy aircraft   | No                         | 1                                     | Email              | Compliant flight/s                    |
| Frimley         | 06/11/2019 18:27                   | Noisy aircraft   | No                         | 1                                     | Email              | Compliant flight/s                    |
| Frimley         | 08/12/2019 18:06                   | Other  | No                         | 1                                     | Email              | Compliant flight/s                    |
| Frimley         | 13/12/2019 21:33                   | Noisy aircraft   | No                         | 2                                     | Email              | Compliant flight/s                    |
| Fleet           | 22/12/2019 10:59                   | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other | Yes with permission        | 4                                     | Email              | ATC authorised non-compliant flight/s |
| Frimley         | 29/12/2019 00:00                   | Noisy aircraft   | No                         | 1                                     | Email              | Compliant flight/s                    |
| Farnborough     | 09/10/2019 01:40                   | Out of hours aircraft  | N/A                        | 1                                     | Email              | Non-Farnborough flight/s              |

|                 |                  |  |     |   |       |                          |
|-----------------|------------------|--|-----|---|-------|--------------------------|
| Farnborough     | 02/11/2019 00:00 | Ground noise                                   | N/A | 1 | Phone | Other                    |
| Newton Vallence | 04/11/2019 00:00 | Increased movement frequency<br>Noisy aircraft | N/A | 1 | Phone | Non-Farnborough flight/s |