

# 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
Hindhead	1/07/2023 14:02	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	1/07/2023 14:40	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	1/07/2023 14:44	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	1/07/2023 10:11	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	1/07/2023 10:14	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	1/07/2023 10:19	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	1/07/2023 10:37	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	1/07/2023 11:09	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	6/07/2023 12:10	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 13:03	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 15:18	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 15:22	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 17:04	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 17:17	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 17:32	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 18:00	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 12:03	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 13:40	Low aircraft	N/A	1	Email	Unrelated to FAL	Primary
Tilford Farnham	6/07/2023 14:22	Aircraft not on perceived trackLow aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/07/2023 12:45	Aircraft not on perceived track	N/A	1	Email	Unrelated to FAL	Primary
Tilford Farnham	6/07/2023 11:05	Circling aircraftNoisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	1/07/2023 9:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	1/07/2023 13:29	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	1/07/2023 13:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	1/07/2023 14:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	1/07/2023 16:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	1/07/2023 18:31	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	10/07/2023 19:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	2/07/2023 10:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	2/07/2023 10:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	2/07/2023 17:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	2/07/2023 18:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	2/07/2023 18:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	2/07/2023 18:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	2/07/2023 19:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	3/07/2023 15:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	3/07/2023 16:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	3/07/2023 18:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	3/07/2023 20:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	5/07/2023 15:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	5/07/2023 16:46	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	5/07/2023 20:02	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	5/07/2023 20:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	6/07/2023 14:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	6/07/2023 15:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	6/07/2023 17:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	6/07/2023 20:31	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	6/07/2023 21:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/07/2023 14:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/07/2023 15:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/07/2023 17:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/07/2023 17:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/07/2023 18:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	7/07/2023 18:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	8/07/2023 9:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	8/07/2023 17:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	8/07/2023 17:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	8/07/2023 18:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	8/07/2023 17:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary



























Hindhead	28/09/2023 20:06	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	28/09/2023 20:46	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	27/09/2023 20:33	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	29/09/2023 13:25	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	29/09/2023 13:32	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	29/09/2023 15:16	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	29/09/2023 16:22	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Hindhead	29/09/2023 16:30	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	30/09/2023 11:44	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Frimley	28/09/2023 20:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	30/09/2023 9:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	1/10/2023 8:22	Noisy aircraft		1	Email		Primary
Frimley	1/10/2023 8:59	Noisy aircraft		1	Email		Primary
Frimley	1/10/2023 9:05	Noisy aircraft		1	Email		Primary
Frimley	1/10/2023 9:15	Noisy aircraft		1	Email		Primary
Frimley	1/10/2023 9:22	Noisy aircraft		1	Email		Primary
Frimley	1/10/2023 9:28	Noisy aircraft		1	Email		Primary
Frimley	1/10/2023 9:33	Noisy aircraft		1	Email		Primary
Frimley	1/10/2023 9:51	Noisy aircraft		1	Email		Primary
Frimley	1/10/2023 9:56	Noisy aircraft		1	Email		Primary
Guildford	27/09/2023 14:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/09/2023 17:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/09/2023 17:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/09/2023 19:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	28/09/2023 17:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/09/2023 20:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/09/2023 20:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/09/2023 21:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/09/2023 8:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	30/09/2023 9:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/09/2023 17:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	30/09/2023 19:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnborough	20/09/2023 16:20	Odour		1	Phone		Primary
Farnham	21/09/2023 11:50	Noisy aircraft		1	Letter		Primary
Farnborough	27/09/2023 0:00	Noisy aircraft		1	Phone		Primary
Fleet	6/09/2023 14:10	Noisy aircraft		1	Phone		Primary

Further Information

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