

# TAG Farnborough Airport Quarterly Complaints Report: Q2 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                     |
|-----------------|------------------------------------|---|----------------------------|---------------------------------------|--------------------|---------------------------------------|
| Farnham         | 06/04/2019 00:00                   | Aircraft not on perceived track<br>Increased movement frequency<br>Noisy aircraft | N/A                        | 1                                     | Email              | Compliant flight/s                    |
| Church Crookham | 19/04/2019 14:47                   | Aircraft not on perceived track   | No                         | 1                                     | Email              | Compliant flight/s                    |
| Church Crookham | 20/04/2019 11:27                   | Aircraft not on perceived track   | No                         | 1                                     | Email              | Compliant flight/s                    |
| Church Crookham | 25/04/2019 18:13                   | Aircraft not on perceived track   | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |
| Church Crookham | 06/05/2019 11:35                   | Aircraft not on perceived track   | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |
| Fleet           | 06/05/2019 12:54                   | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other        | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |
| Church Crookham | 11/05/2019 18:35                   | Aircraft not on perceived track   | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |
| Fleet           | 12/05/2019 11:47                   | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other        | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |
| Tilford         | 19/05/2019 00:00                   | Increased movement frequency<br>Noisy aircraft                                    | N/A                        | 1                                     | Email              | Operation within regulations          |
| Odiham          | 22/05/2019 07:12                   | Noisy aircraft  | No                         | 1                                     | Phone              | Compliant flight/s                    |
| Fleet           | 25/05/2019 11:17                   | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other        | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |
| Fleet           | 25/05/2019 11:38                   | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other        | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |
| Fleet           | 25/05/2019 11:57                   | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other        | Yes with permission        | 1                                     | Email              | ATC authorised non-compliant flight/s |

|                 |                  |  |                        |   |       |                                       |
|-----------------|------------------|--|------------------------|---|-------|---------------------------------------|
| Fleet           | 25/05/2019 13:52 | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other                 | Yes with permission    | 1 | Email | ATC authorised non-compliant flight/s |
| Fleet           | 27/05/2019 16:23 | Aircraft not on perceived track<br>Low helicopter<br>Noisy helicopter<br>Other             | No                     | 1 | Email | Compliant flight/s                    |
| Church Crookham | 29/05/2019 00:00 | Aircraft not on perceived track  | N/A                    | 1 | Email | Permitted aircraft movements          |
| Frimley         | 02/06/2019 08:00 | Noisy aircraft   | N/A                    | 1 | Email | Compliant flight/s                    |
| Fleet           | 02/06/2019 11:05 | Aircraft not on perceived track  | No                     | 1 | Email | Compliant flight/s                    |
| Fleet           | 02/06/2019 14:12 | Aircraft not on perceived track  | No                     | 1 | Email | Compliant flight/s                    |
| Fleet           | 15/06/2019 11:52 | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other                 | Yes with permission    | 1 | Email | ATC authorised non-compliant flight/s |
| Fleet           | 15/06/2019 14:10 | Aircraft not on perceived track  | Yes with permission    | 1 | Email | ATC authorised non-compliant flight/s |
| Fleet           | 15/06/2019 14:17 | Aircraft not on perceived track  | Yes with permission    | 1 | Email | ATC authorised non-compliant flight/s |
| Fleet           | 15/06/2019 14:22 | Aircraft not on perceived track  | Yes with permission    | 1 | Email | ATC authorised non-compliant flight/s |
| Woking          | 15/06/2019 17:00 | Low aircraft   | No                     | 1 | Email | Compliant flight/s                    |
| Dogmersfield    | 16/06/2019 00:00 | Aircraft not on perceived track<br>Noisy aircraft  | N/A                    | 1 | Email | Permitted aircraft movements          |
| Fleet           | 17/06/2019 10:41 | Aircraft not on perceived track<br>Increased movement frequency<br>Noisy aircraft<br>Other | Yes without permission | 1 | Email | Non-compliant flight/s - N.C. issued  |
| Fleet           | 18/06/2019 09:36 | Noisy aircraft   | No                     | 1 | Phone | Compliant flight/s                    |
| Fleet           | 19/06/2019 19:18 | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other                 | Yes with permission    | 1 | Email | ATC authorised non-compliant flight/s |
| Guildford       | 20/06/2019 00:00 | Increased movement frequency   | N/A                    | 1 | Email | Permitted aircraft movements          |
| Ash             | 22/06/2019 00:00 | Aircraft not on perceived track  | Yes with permission    | 1 | Email | ATC authorised non-compliant flight/s |
| Fleet           | 23/06/2019 11:08 | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other                 | No                     | 1 | Email | Compliant flight/s                    |
| Fleet           | 23/06/2019 11:58 | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other                 | No                     | 1 | Email | Compliant flight/s                    |

|             |                  |  |                     |   |       |                                       |
|-------------|------------------|--|---------------------|---|-------|---------------------------------------|
| Farnborough | 27/06/2019 00:00 | Aircraft not on perceived track  | No                  | 1 | Phone | Compliant flight/s                    |
| Farnborough | 27/06/2019 14:03 | Ground noise<br>Other  | N/A                 | 1 | Email | Compliant ground operations           |
| Fleet       | 28/06/2019 00:00 | Increased movement frequency   | No                  | 1 | Phone | Permitted aircraft movements          |
| Camberley   | 30/06/2019 00:00 | Aircraft not on perceived track  | No                  | 1 | Phone | Compliant flight/s                    |
| Fleet       | 30/06/2019 14:26 | Aircraft not on perceived track<br>Low aircraft<br>Noisy aircraft<br>Other | Yes with permission | 3 | Email | ATC authorised non-compliant flight/s |

|                 |                  |  |     |   |       |                  |
|-----------------|------------------|--|-----|---|-------|------------------|
| Dogmersfield    | 12/04/2019 22:00 | Noisy aircraft   | N/A | 1 | Email | Non-TAG flight/s |
| Hartley Wintney | 20/04/2019 16:30 | Aircraft not on perceived track  | N/A | 1 | Email | Non-TAG flight/s |
| Fleet           | 22/04/2019 03:30 | Aircraft not on perceived track<br>Noisy aircraft<br>Out of hours aircraft | N/A | 1 | Phone | Non-TAG flight/s |
| Aldershot       | 17/05/2019 16:16 | Noisy helicopter   | N/A | 1 | Phone | Non-TAG flight/s |
| Camberley       | 22/06/2019 01:45 | Noisy aircraft<br>Out of hours aircraft                                    | N/A | 1 | Phone | Non-TAG flight/s |
| Farnborough     | 22/06/2019 03:00 | Out of hours aircraft  | N/A | 1 | Phone | Non-TAG flight/s |