

TAG Farnborough Airport Quarterly Complaints Report: Q1 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
Fleet	01/01/2019 12:37	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	3	Email	ATC authorised non-compliant flight/s
Farnborough	21/01/2019 00:00	Odour	N/A	1	Email	Compliant ground operations
Fleet	17/02/2019 11:16	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	3	Email	ATC authorised non-compliant flight/s
Farnborough	13/03/2019 00:00	Aircraft not on perceived track	No	1	Phone	Compliant flight/s
Fleet	24/03/2019 11:01	Aircraft not on perceived track Low aircraft Noisy aircraft	Yes with permission	3	Email	ATC authorised non-compliant flight/s
Fleet	30/03/2019 09:31	Aircraft not on perceived track Low aircraft Noisy aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Fleet	30/03/2019 12:12	Increased movement frequency Low aircraft Noisy aircraft Other	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Farnborough	31/03/2019 20:13	Odour	N/A	1	Email	Compliant ground operations
Aldershot	14/01/2019 00:00	Other	N/A	1	Phone	Other
Fleet	11/03/2019 05:40	Low aircraft Noisy aircraft	N/A	1	Email	Non-TAG flight/s