

# Farnborough Airport Quarterly Complaints Report: Q1 2025



† 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

Complaints in red text have been received via the phoneline

Complaints shaded in yellow are unrelated to FAL operations

| Date and Time    | Town / City | Concerns                                   | Operation | R/W | Aircraft Type | Infringement status | Number of Specific Flights reported | Explanation                            | Response                |
|------------------|-------------|--|-----------|-----|---------------|---------------------|-------------------------------------|--|-------------------------|
| 02/01/2025 14:14 | Churt       | Noisy aircraft                             | Arrival   | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 03/01/2025 07:34 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 03/01/2025 07:38 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLF6          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 03/01/2025 14:28 | Guildford   | Noisy aircraft                             | Arrival   | 24  | E190          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 05/01/2025 13:23 | Farnham     | Low aircraft Noisy aircraft                | Arrival   | 24  | CL30          | N/A                 | 1                                   | Compliance confirmed - STAR            | WebTrak Acknowledgement |
| 05/01/2025 15:16 | Guildford   | Noisy aircraft                             | Arrival   | 24  | B737          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 06/01/2025 07:06 | Guildford   | Noisy aircraft                             | Arrival   | 24  | CL30          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 07/01/2025 09:00 | Guildford   | Noisy aircraft                             | Arrival   | 24  | B733          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 08/01/2025 17:38 | Wrecclesham | Noisy aircraft                             | Arrival   | 06  | GLEX          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 09/01/2025 20:54 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 11/01/2025 08:08 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 11/01/2025 08:21 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 13/01/2025 08:35 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 14/01/2025 16:40 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 14/01/2025 19:48 | Farnham     | Low aircraft Noisy aircraft                | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | WebTrak Acknowledgement |
| 14/01/2025 19:50 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 16/01/2025 17:07 | Fleet       | Other                                      | N/A       | N/A | N/A           | N/A                 | 1                                   | Compliance confirmed - within PP       | Email                   |
| 20/01/2025 07:26 | Frimley     | Noisy aircraft                             | Departure | 24  | GL5T          | N/A                 | 1                                   | Compliance confirmed - SID             | Email                   |
| 20/01/2025 09:31 | Guildford   | Noisy aircraft                             | Arrival   | 24  | CL60          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 20/01/2025 10:03 | Guildford   | Noisy aircraft                             | Arrival   | 24  | B737          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 22/01/2025 11:41 | Wrecclesham | Noisy aircraft                             | Departure | 06  | CL30          | N/A                 | 1                                   | Compliance confirmed - SID             | WebTrak Acknowledgement |
| 23/01/2025 11:08 | Frimley     | Noisy aircraft                             | Departure | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - SID             | Email                   |
| 23/01/2025 11:26 | Frimley     | Noisy aircraft                             | Departure | 24  | E35L          | N/A                 | 1                                   | Compliance confirmed - SID             | Email                   |
| 25/01/2025 18:33 | Farnham     | Low aircraft Noisy aircraft                | Arrival   | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - STAR            | WebTrak Acknowledgement |
| 26/01/2025 14:15 | Farnham     | Low aircraft Low helicopter Noisy aircraft | N/A       | N/A | N/A           | N/A                 | 1                                   | Compliance confirmed - within PP       | Email                   |
| 26/01/2025 19:23 | Frimley     | Noisy aircraft                             | Departure | 24  | GL5T          | N/A                 | 1                                   | Compliance confirmed - SID             | Email                   |
| 29/01/2025 20:09 | Fleet       | Noisy aircraft                             | Arrival   | 06  | C25B          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 30/01/2025 07:06 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 30/01/2025 09:30 | Guildford   | Noisy aircraft                             | Arrival   | 24  | E55P          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 02/02/2025 10:30 | Farnborough | Noisy aircraft                             | Arrival   | 24  | GL7T          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 02/02/2025 11:28 | Farnborough | Ground noise                               | N/A       | N/A | N/A           | N/A                 | 1                                   | Compliance confirmed - within PP       | Email                   |
| 03/02/2025 11:05 | Fleet       | Other                                      | N/A       | N/A | N/A           | N/A                 | 1                                   | Compliance confirmed - within PP       | Email                   |
| 09/02/2025 12:17 | Wrecclesham | Noisy aircraft                             | Departure | 06  | CL35          | N/A                 | 1                                   | Compliance confirmed - SID             | WebTrak Acknowledgement |
| 18/02/2025 10:53 | Wrecclesham | Noisy aircraft                             | Departure | 06  | CL35          | N/A                 | 1                                   | Compliance confirmed - SID             | WebTrak Acknowledgement |
| 18/02/2025 10:58 | Wrecclesham | Noisy aircraft                             | Departure | 06  | CL35          | N/A                 | 1                                   | Compliance confirmed - SID             | WebTrak Acknowledgement |
| 18/02/2025 16:15 | Wrecclesham | Noisy aircraft                             | Arrival   | 06  | CL35          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 23/02/2025 08:18 | Frimley     | Noisy aircraft                             | Departure | 24  | E35L          | N/A                 | 1                                   | Compliance confirmed - SID             | Email                   |
| 23/02/2025 14:34 | Guildford   | Noisy aircraft                             | Arrival   | 24  | E55P          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 23/02/2025 15:32 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GL5T          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 23/02/2025 16:26 | Guildford   | Noisy aircraft                             | Arrival   | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 23/02/2025 18:46 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 24/02/2025 08:13 | Farnborough | Noisy aircraft                             | Departure | 24  | GLF6          | N/A                 | 1                                   | Compliance confirmed - SID             | Email                   |
| 26/02/2025 07:47 | Frimley     | Noisy aircraft                             | Departure | 24  | PC24          | N/A                 | 1                                   | Compliance confirmed - SID             | Email                   |
| 01/03/2025 09:15 | Farnham     | Circling aircraft                          | N/A       | N/A | N/A           | N/A                 | 1                                   | Unrelated to FAL                       | Email                   |
| 01/03/2025 14:54 | Ewshot      | Low aircraft                               | Arrival   | 06  | GLF5          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Phone                   |
| 01/03/2025 19:27 | Guildford   | Noisy aircraft                             | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 02/03/2025 13:54 | Crandall    | Noisy aircraft                             | N/A       | N/A | N/A           | N/A                 | 1                                   | Compliance confirmed - within PP       | Email                   |
| 04/03/2025 06:57 | Farnham     | Low aircraft Noisy aircraft                | Arrival   | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - STAR            | WebTrak Acknowledgement |
| 05/03/2025 11:50 | Frimley     | Noisy aircraft                             | Departure | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - SID             | Email                   |
| 07/03/2025 16:42 | Guildford   | Noisy aircraft                             | Arrival   | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |
| 07/03/2025 19:29 | Farnham     | Low aircraft                               | Arrival   | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - STAR            | WebTrak Acknowledgement |
| 09/03/2025 12:38 | Wrecclesham | Noisy aircraft                             | Arrival   | 06  | CL60          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 09/03/2025 15:21 | Wrecclesham | Noisy aircraft                             | Departure | 06  | E55P          | N/A                 | 1                                   | Compliance confirmed - SID             | WebTrak Acknowledgement |
| 09/03/2025 15:43 | Wrecclesham | Noisy aircraft                             | Departure | 06  | CL60          | N/A                 | 1                                   | Compliance confirmed - SID             | WebTrak Acknowledgement |
| 09/03/2025 18:44 | Wrecclesham | Noisy aircraft                             | Departure | 06  | CL35          | N/A                 | 1                                   | Compliance confirmed - SID             | WebTrak Acknowledgement |
| 10/03/2025 17:51 | Wrecclesham | Noisy aircraft                             | Departure | 06  | C550          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |

| Date and Time    | Town / City | Concerns                    | Operation | R/W | Aircraft Type | Infringement status | Number of Specific Flights reported | Explanation                            | Response                |
|------------------|-------------|-----------------------------|-----------|-----|---------------|---------------------|-------------------------------------|--|-------------------------|
| 10/03/2025 17:51 | Wrecclesham | Noisy aircraft              | Departure | 06  | C550          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 10/03/2025 17:55 | Wrecclesham | Noisy aircraft              | Arrival   | 06  | C68A          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 10/03/2025 18:43 | Wrecclesham | Noisy aircraft              | Arrival   | 06  | FA7X          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 10/03/2025 19:02 | Wrecclesham | Noisy aircraft              | Arrival   | 06  | GL5T          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 15/03/2025 16:52 | Wrecclesham | Noisy aircraft              | Arrival   | 06  | CL35          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | WebTrak Acknowledgement |
| 17/03/2025 12:54 | Frimley     | Low aircraft Noisy aircraft | N/A       | N/A | N/A           | N/A                 | 1                                   | Unrelated to FAL                       | Email                   |
| 17/03/2025 13:03 | Fleet       | Low aircraft                | N/A       | N/A | N/A           | N/A                 | 1                                   | Unrelated to FAL                       | Phone                   |
| 20/03/2025 11:06 | Farnham     | Noisy aircraft              | Arrival   | 06  | CL35          | N/A                 | 1                                   | Compliance confirmed - STAR            | WebTrak Acknowledgement |
| 21/03/2025 14:04 | Farnborough | Noisy aircraft              | Departure | 06  | GL5T          | N/A                 | 1                                   | Compliance confirmed - SID             | Phone                   |
| 27/03/2025 17:42 | Guildford   | Noisy aircraft              | Arrival   | 24  | GL5T          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 29/03/2025 10:30 | Farnham     | Low aircraft Noisy aircraft | Arrival   | 24  | CL35          | N/A                 | 1                                   | Compliance confirmed - STAR            | WebTrak Acknowledgement |
| 30/03/2025 15:54 | Guildford   | Noisy aircraft              | Arrival   | 24  | GLEX          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 30/03/2025 15:58 | Guildford   | Noisy aircraft              | Arrival   | 24  | E550          | N/A                 | 1                                   | Compliance confirmed - ATC instruction | Email                   |
| 30/03/2025 17:29 | Guildford   | Noisy aircraft              | Arrival   | 24  | GL5T          | N/A                 | 1                                   | Compliance confirmed - STAR            | Email                   |

#### 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 numbers, 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 - ARF 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 by NATS  |
| NON-COMPLIANCE - STA The aircraft failed to adhere to the STAR or ATC instructions. After noise abatement, subject to investigation by NATS   |
| NON-COMPLIANCE - PP I The complaint raised query over 106 Obligations, investigation confirmed a 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     |