

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
Tilford Farnham	2/01/2024 8:06	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	2/01/2024 10:36	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	2/01/2024 11:54	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	2/01/2024 12:00	Circling aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	2/01/2024 12:52	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 13:33	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 14:13	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 14:52	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 14:55	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 15:03	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 15:06	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 15:17	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 16:44	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 17:33	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	2/01/2024 20:26	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	2/01/2024 20:52	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	3/01/2024 8:15	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	3/01/2024 10:40	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	3/01/2024 11:15	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	3/01/2024 12:04	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	3/01/2024 12:39	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	3/01/2024 13:46	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	3/01/2024 15:35	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/01/2024 8:29	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/01/2024 8:50	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/01/2024 11:09	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/01/2024 11:35	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/01/2024 11:45	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/01/2024 12:16	Aircraft not on perceived trackNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	4/01/2024 13:00	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	5/01/2024 9:00	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	5/01/2024 9:29	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	5/01/2024 10:08	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	6/01/2024 9:06	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/01/2024 10:43	Low aircraft	N/A	1	WebTrak Acknowledgement	Unrelated to FAL	Primary
Tilford Farnham	6/01/2024 11:06	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Tilford Farnham	6/01/2024 12:30	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	6/01/2024 14:30	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	6/01/2024 17:52	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Tilford Farnham	7/01/2024 8:11	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	7/01/2024 8:16	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	7/01/2024 9:11	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	7/01/2024 9:32	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	7/01/2024 9:49	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Tilford Farnham	7/01/2024 10:23	Aircraft not on perceived trackNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary

Guildford	22/01/2024 18:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	24/01/2024 6:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Frimley	20/01/2024 8:11	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	21/01/2024 9:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Churt	23/01/2024 15:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	20/01/2024 12:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Churt	6/01/2024 14:32	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	4/01/2024 14:46	Odour	N/A	1	Email	Compliance confirmed - other	Primary
Fleet	8/01/2024 7:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Rushmoor	24/01/2024 16:09	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	24/01/2024 12:12	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	24/01/2024 12:59	Low helicopter	N/A	1	WebTrak Acknowledgement	Unrelated to FAL	Primary
Farnham	25/01/2024 14:30	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	24/01/2024 20:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	25/01/2024 17:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	25/01/2024 17:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	25/01/2024 18:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/01/2024 9:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Rushmoor	26/01/2024 16:03	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Rushmoor	31/01/2024 11:54	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Churt	26/01/2024 16:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/01/2024 18:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/01/2024 14:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/01/2024 15:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/01/2024 15:40	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/01/2024 19:46	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/01/2024 10:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/01/2024 19:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/01/2024 19:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/01/2024 7:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/01/2024 20:31	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/01/2024 20:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	31/01/2024 8:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	31/01/2024 9:31	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	31/01/2024 19:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	31/01/2024 19:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	31/01/2024 20:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	31/01/2024 20:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Alton Hants	31/01/2024 11:31	Aircraft not on perceived track	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	28/01/2024 16:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnborough	28/01/2024 12:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Alton	1/02/2024 15:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Rushmoor	2/02/2024 13:59	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Rushmoor	2/02/2024 14:01	Aircraft not on perceived trackLow aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Rushmoor	2/02/2024 14:15	Aircraft not on perceived trackLow aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Rushmoor	5/02/2024 10:34	Aircraft not on perceived trackLow aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Rushmoor	5/02/2024 10:36	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	8/02/2024 7:12	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	8/02/2024 7:24	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	8/02/2024 9:15	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	8/02/2024 9:39	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	8/02/2024 10:04	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	8/02/2024 10:17	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	8/02/2024 10:24	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	8/02/2024 10:44	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	8/02/2024 10:43	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	8/02/2024 11:11	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary

Farnham	26/02/2024 9:41	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 9:58	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 10:01	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 10:05	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 10:09	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 11:50	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	26/02/2024 11:59	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 12:11	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 12:22	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 12:36	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 12:41	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 13:16	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 15:21	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	26/02/2024 16:38	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	26/02/2024 17:08	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Guildford	22/02/2024 11:38	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/02/2024 14:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/02/2024 17:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/02/2024 18:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	22/02/2024 18:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/02/2024 20:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	22/02/2024 20:11	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
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Guildford	23/02/2024 17:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/02/2024 17:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/02/2024 17:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/02/2024 19:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/02/2024 19:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	21/02/2024 15:30		N/A	1	Email	Compliance confirmed - other	Primary
Frimley	10/02/2024 19:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	15/02/2024 0:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnham	28/02/2024 9:29	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	28/02/2024 9:36	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	28/02/2024 10:40	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	28/02/2024 11:21	Aircraft not on perceived trackLow helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	28/02/2024 11:45	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	29/02/2024 19:42	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	1/03/2024 8:01	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	29/02/2024 9:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/02/2024 13:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
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Churt	18/02/2024 0:00	Noisy aircraft		1	Email		Primary
Fleet	26/02/2024 7:09	Noisy aircraft		1	Email		Primary
Churt	23/02/2024 15:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
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Farnham	2/03/2024 9:54	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	2/03/2024 16:42	Aircraft not on perceived trackLow aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
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Guildford	20/03/2024 18:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/03/2024 20:29	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/03/2024 7:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
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Farnham	22/03/2024 9:12	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	22/03/2024 9:21	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	22/03/2024 9:55	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	22/03/2024 11:01	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	22/03/2024 11:43	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
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Guildford	22/03/2024 16:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	22/03/2024 18:20	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/03/2024 18:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/03/2024 19:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/03/2024 9:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/03/2024 15:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/03/2024 21:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/03/2024 9:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/03/2024 16:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/03/2024 17:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/03/2024 9:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	29/03/2024 8:23	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	6/03/2024 8:04	Low aircraftNoisy aircraft		1	Email		Primary
Farnham	9/03/2024 7:36	Aircraft not on perceived trackLow aircraftNoisy aircraft		1	Email		Primary
Guildford	29/03/2024 8:18	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	29/03/2024 8:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/03/2024 9:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	29/03/2024 18:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	30/03/2024 15:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	14/03/2024 20:30	Ground noise		1	Email		Primary
Farnborough	23/03/2024 9:24	Noisy aircraft		1	Email		Primary

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