

Farnborough Airport Quarterly Complaints Report:

Q4 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 are via the phoneline

Complaints with a cell shaded in yellow are unrelated to FAL operations

*N/A - Postcode not provided

Date and Time	Town / City	Concerns	Operation	R/W	Aircraft Type	Infringement status	Number of Specific Flights reported	Explanation	Response
01/10/2025 21:23	Guildford	Noisy aircraft	Arrival	24	CL60	N/A	1	Compliance confirmed - ATC instruction	Email
02/10/2025 14:10	London	Low helicopter Noisy helicopter	N/A	N/A	N/A	N/A	1	Compliance confirmed - within PP	Email
04/10/2025 16:48	Guildford	Noisy aircraft	Arrival	24	E55P	N/A	1	Compliance confirmed - ATC instruction	Email
05/10/2025 13:53	Guildford	Noisy aircraft	Arrival	24	GLF6	N/A	1	Compliance confirmed - STAR	Email
05/10/2025 18:51	Guildford	Noisy aircraft	Arrival	24	CL60	N/A	1	Compliance confirmed - ATC instruction	Email
06/10/2025 14:43	Churt	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	Email
10/10/2025 12:15	*N/A	Noisy aircraft	Departure	24	B737	N/A	1	Compliance confirmed - SID	Phone
17/10/2025 10:58	Fleet	Noisy aircraft	Arrival	06	A20N	N/A	1	Compliance confirmed - ATC instruction	WebTrak
18/10/2025 08:20	Fleet	Noisy aircraft	Arrival	06	GL5T	N/A	1	Compliance confirmed - ATC instruction	WebTrak
18/10/2025 08:27	Fleet	Circling aircraft Noisy aircraft	Arrival	06	A20N	N/A	1	Compliance confirmed - ATC instruction	WebTrak
20/10/2025 21:16	Fleet	Noisy aircraft	Arrival	24	GL5T	N/A	1	Compliance confirmed - ATC instruction	WebTrak
21/10/2025 11:27	Guildford	Noisy aircraft	Arrival	24	C56X	N/A	1	Compliance confirmed - ATC instruction	Email
22/10/2025 07:31	Farnham	Low aircraft Noisy aircraft	Arrival	24	GA6C	N/A	1	Compliance confirmed - STAR	WebTrak
23/10/2025 19:12	*N/A	Circling aircraft	N/A	N/A	N/A	N/A	1	Unrelated to FAL	Email
23/10/2025 20:34	Aldershot	Out of hours aircraft	N/A	N/A	N/A	N/A	1	Compliance confirmed - within PP	Email
24/10/2025 12:26	Guildford	Noisy aircraft	Arrival	24	GL5T	N/A	1	Compliance confirmed - ATC instruction	Email
24/10/2025 12:40	Farnborough	Ground noise Odour	N/A	N/A	N/A	N/A	1	Compliance confirmed - within PP	Email
24/10/2025 13:21	Farnborough	Noisy aircraft Odour	N/A	N/A	N/A	N/A	1	Compliance confirmed - within PP	Phone
24/10/2025 15:59	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - ATC instruction	Email
27/10/2025 11:16	Selborne	Circling aircraft Noisy aircraft	Departure	24	E35L	N/A	1	Compliance confirmed - SID	Phone
30/10/2025 07:43	Farnham	Low aircraft Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	WebTrak
30/10/2025 07:45	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	Email
03/11/2025 18:46	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	Email
04/11/2025 19:45	Guildford	Noisy aircraft	Arrival	24	GL7T	N/A	1	Compliance confirmed - STAR	Email
08/11/2025 09:04	Guildford	Noisy aircraft	N/A	N/A	N/A	N/A	1	Unrelated to FAL	Email
08/11/2025 09:09	Guildford	Noisy aircraft	N/A	N/A	N/A	N/A	1	Unrelated to FAL	Email
08/11/2025 12:05	Fleet	Other	N/A	N/A	N/A	N/A	1	Compliance confirmed - other	WebTrak
10/11/2025 07:54	Farnham	Low aircraft Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - STAR	WebTrak
10/11/2025 13:06	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	Email
11/11/2025 18:18	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	Email
11/11/2025 19:34	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - ATC instruction	Email
13/11/2025 07:00	Crondall	Increased movement frequency Noisy aircraft Size / type of aircraft	Departure	24	CL35	N/A	1	Compliance confirmed - SID	Email
18/11/2025 12:00	Frimley	Noisy aircraft	Departure	24	GL5T	N/A	1	Compliance confirmed - SID	Email
19/11/2025 06:57	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - ATC instruction	Email
21/11/2025 07:04	Guildford	Noisy aircraft	Arrival	24	GL5T	N/A	1	Compliance confirmed - STAR	Email
29/11/2025 08:57	Guildford	Noisy aircraft	Arrival	24	GALX	N/A	1	Compliance confirmed - ATC instruction	Email
01/12/2025 06:52	*N/A	Other	N/A	N/A	N/A	N/A	1	Compliance confirmed - within PP	Email
01/12/2025 17:28	Guildford	Noisy aircraft	Arrival	24	C68A	N/A	1	Compliance confirmed - ATC instruction	Email
01/12/2025 17:31	Guildford	Noisy aircraft	Arrival	24	GL7T	N/A	1	Compliance confirmed - ATC instruction	Email
05/12/2025 09:20	Crondall	Noisy aircraft Size / type of aircraft	Departure	24	B737	N/A	1	Compliance confirmed - SID	Email
05/12/2025 18:21	Guildford	Noisy aircraft	Arrival	24	F900	N/A	1	Compliance confirmed - ATC instruction	Email
06/12/2025 09:41	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - STAR	Email
06/12/2025 11:50	Crondall	Aircraft not on perceived track Noisy aircraft	Departure	24	B737	N/A	1	Compliance confirmed - SID	Email
06/12/2025 17:39	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - STAR	Email
06/12/2025 18:53	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - ATC instruction	Email
06/12/2025 19:40	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - STAR	Email
07/12/2025 16:35	Guildford	Noisy aircraft	Arrival	24	CRJ2	N/A	1	Compliance confirmed - ATC instruction	Email
08/12/2025 16:48	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	Email
08/12/2025 19:37	Guildford	Noisy aircraft	Arrival	24	A20N	N/A	1	Compliance confirmed - STAR	Email
09/12/2025 19:38	Farnham	Low aircraft Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	WebTrak
10/12/2025 06:59	Fleet	Noisy aircraft	Arrival	24	CL30	N/A	1	Compliance confirmed - STAR	WebTrak
10/12/2025 07:02	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - STAR	Phone
10/12/2025 07:06	Fleet	Aircraft not on perceived track Noisy aircraft	Departure	24	GL5T	N/A	1	Compliance confirmed - SID	WebTrak
10/12/2025 08:37	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - STAR	Email
10/12/2025 17:24	*N/A	Out of hours aircraft	N/A	N/A	N/A	N/A	1	Compliance confirmed - within PP	Email
10/12/2025 21:56	Farnborough	Noisy aircraft Other	Departure	24	GA6C	N/A	1	Compliance confirmed - SID	Email
11/12/2025 09:34	Fleet	Noisy aircraft	Arrival	24	GL7T	N/A	1	Compliance confirmed - ATC instruction	WebTrak

11/12/2025 09:34	Fleet	Noisy aircraft	Departure	24	PC24	N/A	1	Compliance confirmed - SID	WebTrak
11/12/2025 21:28	Farnham	Low aircraft Noisy aircraft	Arrival	24	FA8X	N/A	1	Compliance confirmed - STAR	WebTrak
14/12/2025 10:01	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	Email
14/12/2025 12:36	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - ATC instruction	Email
14/12/2025 18:12	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - ATC instruction	Email
15/12/2025 07:54	Farnham	Low aircraft Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	WebTrak
15/12/2025 17:42	Guildford	Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	Email
16/12/2025 08:26	Farnham	Low aircraft Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - ATC instruction	WebTrak
16/12/2025 16:03	Farnham	Low aircraft Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	WebTrak
17/12/2025 19:30	Farnham	Low aircraft Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	WebTrak
17/12/2025 21:01	Guildford	Noisy aircraft	Arrival	24	CL60	N/A	1	Compliance confirmed - ATC instruction	Email
18/12/2025 11:47	Pirbright	Aircraft not on perceived track	Arrival	24	CL35	N/A	1	Compliance confirmed - ATC instruction	Email
18/12/2025 20:55	Guildford	Noisy aircraft	Arrival	24	GL5T	N/A	1	Compliance confirmed - STAR	Email
19/12/2025 08:18	Guildford	Noisy aircraft	Arrival	24	E190	N/A	1	Compliance confirmed - STAR	Email
19/12/2025 09:13	Farnham	Low aircraft Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	WebTrak
19/12/2025 12:48	Guildford	Noisy aircraft	Arrival	24	B737	N/A	1	Compliance confirmed - STAR	Email
19/12/2025 14:58	Guildford	Noisy aircraft	Arrival	24	E190	N/A	1	Compliance confirmed - ATC instruction	Email
19/12/2025 17:02	Farnham	Low aircraft Noisy aircraft	Arrival	24	E55P	N/A	1	Compliance confirmed - ATC instruction	WebTrak
22/12/2025 18:37	Pirbright	Noisy aircraft Other	N/A	N/A	N/A	N/A	1	Compliance confirmed - within PP	Email
30/12/2025 08:46	Farnham	Low aircraft Low helicopter	Arrival	24	GLEX	N/A	1	Compliance confirmed - STAR	WebTrak

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 - DEP The aircraft was identified by FAL flight auditing as failing to meet departure noise abatement. Violations procedure initiated	
NON-COMPLIANCE - ARR 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	