

Farnborough Airport Quarterly Complaints Report: Q3 2019

**Farnborough
Airport**

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	06/07/2019 12:24	Aircraft not on perceived track Low aircraft Noisy aircraft Other	No	3	Email	Compliant flight/s
Farnborough	06/07/2019 15:30	Noisy aircraft	No	1	Email	Compliant flight/s
Fleet	08/07/2019 21:34	Aircraft not on perceived track Noisy aircraft	No	1	Email	Compliant flight/s
Croddall	09/07/2019 00:00	Increased movement frequency	No	1	Email	Compliant flight/s
Church Crookham	09/07/2019 12:05	Helicopter not on perceived track	No	1	Email	Compliant flight/s
Haslemere	11/07/2019 00:00	Noisy aircraft	N/A	1	Email	Permitted aircraft movements
Fleet	14/07/2019 00:00	Increased movement frequency Size / type of aircraft	N/A	1	Phone	Permitted aircraft movements
Binsted	14/07/2019 11:08	Low aircraft Noisy aircraft	No	1	Email	Compliant flight/s
Binsted	14/07/2019 11:15	Low aircraft Noisy aircraft	No	1	Email	Compliant flight/s
Binsted	14/07/2019 11:20	Low aircraft Noisy aircraft	No	1	Email	Compliant flight/s
Binsted	14/07/2019 17:53	Low aircraft Noisy aircraft	No	1	Email	Compliant flight/s
Binsted	14/07/2019 18:38	Low aircraft Noisy aircraft	No	1	Email	Compliant flight/s
Fleet	17/07/2019 08:40	Noisy aircraft Size / type of aircraft	No	1	Email	Compliant flight/s
Fleet	17/07/2019 09:25	Noisy aircraft	No	1	Email	Compliant flight/s
Farnham	22/07/2019 20:43	Low aircraft	No	1	Phone	Compliant flight/s

Woking	24/07/2019 17:03	Noisy aircraft	No	1	Phone	Permitted aircraft movements
Mytchett	28/07/2019 15:37	Aircraft not on perceived track Noisy aircraft	No	1	Phone	Compliant flight/s
Woking	28/07/2019 19:55	Aircraft not on perceived track Low aircraft	No	1	Phone	Operation within regulations
Guildford	03/08/2019 00:00	Aircraft not on perceived track Low aircraft	No	1	Email	Permitted aircraft movements
Fleet	04/08/2019 14:17	Aircraft not on perceived track Low aircraft Noisy aircraft Other	No	2	Email	Compliant flight/s
Frimley	05/08/2019 08:38	Noisy aircraft	No	1	Email	Compliant flight/s
Hartley Wintney	12/08/2019 00:00	Aircraft not on perceived track Noisy aircraft	No	1	Email	Permitted aircraft movements
Farnham	12/08/2019 14:17	Low aircraft Noisy aircraft	No	1	Letter	Compliant flight/s
Farnborough	16/08/2019 10:00	Odour	N/A	1	Email	Compliant ground operations
Fleet	17/08/2019 13:18	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Fleet	23/08/2019 16:17	Aircraft not on perceived track Noisy aircraft	Yes with permission	1	Email	ATC authorised non-compliant flight/s
Church Crookham	25/08/2019 11:32	Aircraft not on perceived track Noisy aircraft	No	1	Email	Compliant flight/s
Farnham	25/08/2019 13:00	Increased movement frequency	No	1	Email	Compliant flight/s
Churt	26/08/2019 00:00	Aircraft not on perceived track	No	1	Email	Compliant flight/s
Guildford	26/08/2019 00:00	Increased movement frequency	N/A	1	Email	Permitted aircraft movements
Fleet	31/08/2019 12:57	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	2	Email	ATC authorised non-compliant flight/s
Fleet	01/09/2019 11:11	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	5	Email	ATC authorised non-compliant flight/s
Farnborough	01/09/2019 13:17	Ground noise	N/A	1	Email	Compliant ground operations

Ewshot	06/09/2019 00:00	Aircraft not on perceived track Increased movement frequency Noisy aircraft	No	1	Email	Compliant flight/s
Fleet	14/09/2019 12:00	Aircraft not on perceived track Low aircraft Noisy aircraft Other	Yes with permission	3	Email	ATC authorised non-compliant flight/s
Fleet	15/09/2019 09:57	Aircraft not on perceived track Low aircraft Noisy aircraft Other	N/A	1	Email	Compliant flight/s
Hartley Wintney	16/09/2019 11:27	Low aircraft	No	1	Email	Compliant flight/s
Farnborough	24/09/2019 00:00	Noisy aircraft	No	1	Email	Compliant flight/s

Farnham	04/07/2019 16:57	Aircraft not on perceived track Low aircraft Noisy aircraft	N/A	1	Letter	Non-TAG flight/s
Fleet	12/07/2019 22:53	Out of hours aircraft	N/A	1	Email	Non-TAG flight/s
Binsted	14/07/2019 20:01	Low aircraft Noisy aircraft	N/A	1	Email	Non-TAG flight/s
Woking	19/07/2019 02:30	Out of hours aircraft	N/A	1	Email	Non-TAG flight/s
Fleet	28/07/2019 05:22	Out of hours aircraft	N/A	1	Email	No aircraft identifiable
Farnborough	06/08/2019 00:00	Other	N/A	1	Phone	Other
Guildford	26/08/2019 00:00	Increased movement frequency Low aircraft Noisy aircraft	No	1	Email	Permitted aircraft movements
Farnborough	27/08/2019 13:17	Other	N/A	1	Phone	Other
Farnham	28/08/2019 20:28	Low helicopter Noisy helicopter	N/A	1	Email	Non-TAG flight/s
Woking	29/08/2019 14:30	Low aircraft	N/A	1	Phone	No aircraft identifiable
Fleet	08/09/2019 11:53	Aircraft not on perceived track Low aircraft Noisy aircraft Other	N/A	2	Email	Non-TAG flight/s
Fleet	20/09/2019 04:58	Noisy aircraft Out of hours aircraft	N/A	1	Email	Non-TAG flight/s