

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
Farnham	01/04/2024 09:53	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnborough	01/04/2024 10:36	Ground noise	N/A	1	Email	Compliance confirmed - other	Primary
Farnborough	01/04/2024 12:03	Ground noise	N/A	1	Email	Compliance confirmed - other	Primary
Farnham	01/04/2024 13:11	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	01/04/2024 13:34	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	01/04/2024 14:22	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	01/04/2024 16:23	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	02/04/2024 08:11	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	03/04/2024 17:48	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	03/04/2024 20:31	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	04/04/2024 08:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	04/04/2024 16:07	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	04/04/2024 16:20	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	05/04/2024 09:00	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	05/04/2024 09:50	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	05/04/2024 11:55	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	05/04/2024 14:42	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	05/04/2024 14:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	05/04/2024 15:14	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	05/04/2024 17:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	05/04/2024 17:18	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	06/04/2024 09:20	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	06/04/2024 11:48	Ground noise	N/A	1	Email	Compliance confirmed - other	Primary
Guildford	06/04/2024 13:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	06/04/2024 16:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	06/04/2024 16:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	07/04/2024 10:57	Ground noise	N/A	1	Email	Compliance confirmed - other	Primary
Guildford	07/04/2024 16:20	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	07/04/2024 17:29	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	07/04/2024 19:31	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	08/04/2024 10:40	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	08/04/2024 10:53	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	08/04/2024 10:59	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	08/04/2024 11:00	Low helicopter	N/A	1	WebTrak Acknowledgement	Unrelated to FAL	Primary
Churt	08/04/2024 14:39	Low aircraft Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	09/04/2024 09:00	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	09/04/2024 10:37	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	09/04/2024 13:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	09/04/2024 13:36	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	09/04/2024 13:53	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	09/04/2024 13:58	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	09/04/2024 13:58	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	09/04/2024 14:56	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	09/04/2024 15:01	Noisy helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	09/04/2024 15:01	Low helicopter	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	09/04/2024 15:19	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Churt	09/04/2024 16:12	Low aircraft Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	09/04/2024 16:53	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	09/04/2024 18:08	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	10/04/2024 13:00	Other	N/A	1	Email	Compliance confirmed - other	Primary
Churt	10/04/2024 16:52	Low aircraft Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	10/04/2024 18:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	10/04/2024 20:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	11/04/2024 12:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Guildford	17/05/2024 15:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/05/2024 15:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/05/2024 17:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	17/05/2024 18:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	17/05/2024 18:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/05/2024 18:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	17/05/2024 19:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Fleet	19/05/2024 04:37	Noisy aircraft Out of hours aircraft	N/A	1	Email	Unrelated to FAL	Primary
Crondall	19/05/2024 17:02	Aircraft not on perceived track Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Alton	20/05/2024 13:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Guildford	22/05/2024 12:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Medstead	22/05/2024 14:30	Low aircraft Noisy aircraft	N/A	1	Phone	Unrelated to FAL	Primary
Guildford	22/05/2024 19:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnborough	23/05/2024 11:45	Odour	N/A	1	Email	Compliance confirmed - other	Primary
Farnham	23/05/2024 16:55	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	23/05/2024 19:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/05/2024 21:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	24/05/2024 07:42	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	24/05/2024 08:52	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	24/05/2024 14:51	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	24/05/2024 16:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	24/05/2024 17:06	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	24/05/2024 17:25	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	24/05/2024 18:14	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	24/05/2024 19:32	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	24/05/2024 21:33	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Church Crookham	25/05/2024 12:06	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	25/05/2024 13:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	25/05/2024 16:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	26/05/2024 08:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnborough	26/05/2024 10:58	Ground noise	N/A	1	Email	Compliance confirmed - other	Primary
Farnborough	26/05/2024 14:45	Ground noise	N/A	1	Email	Compliance confirmed - other	Primary
Farnborough	26/05/2024 16:43	Ground noise	N/A	1	Email	Compliance confirmed - other	Primary
Guildford	26/05/2024 17:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/05/2024 18:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/05/2024 19:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/05/2024 22:54	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	29/05/2024 16:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/05/2024 18:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	30/05/2024 15:34	Low aircraft Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	30/05/2024 15:43	Low aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	30/05/2024 16:54	Low aircraft Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	30/05/2024 16:54	Low helicopter	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	30/05/2024 18:31	Low aircraft Noisy aircraft	N/A	1	Email	No identifiable aircraft	Secondary
Guildford	30/05/2024 19:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/05/2024 19:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	31/05/2024 19:25	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	02/06/2024 09:01	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Churt	02/06/2024 10:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Mytchett	02/06/2024 11:47	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Churt	02/06/2024 16:19	Low aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	02/06/2024 16:21	Aircraft not on perceived track Low aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	02/06/2024 19:20	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	03/06/2024 15:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	03/06/2024 17:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	03/06/2024 18:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	03/06/2024 19:07	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	03/06/2024 20:54	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	03/06/2024 20:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	04/06/2024 18:51	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	04/06/2024 18:54	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	05/06/2024 18:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/06/2024 19:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/06/2024 20:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	06/06/2024 08:46	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Churt	06/06/2024 13:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Farnham	06/06/2024 13:45	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Churt	06/06/2024 14:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	06/06/2024 15:06	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	06/06/2024 16:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/06/2024 16:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	06/06/2024 16:20	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/06/2024 16:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	06/06/2024 16:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/06/2024 16:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/06/2024 16:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	06/06/2024 16:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	06/06/2024 17:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	07/06/2024 09:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	07/06/2024 13:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	07/06/2024 14:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	08/06/2024 08:02	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	08/06/2024 15:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	08/06/2024 16:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	08/06/2024 16:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	08/06/2024 17:40	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	08/06/2024 19:43	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	09/06/2024 08:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Camberley	09/06/2024 11:00	Increased movement frequency Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Churt	09/06/2024 11:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Church Crookham	09/06/2024 12:40	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	09/06/2024 19:38	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Fleet	09/06/2024 19:42	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Fleet	09/06/2024 19:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	10/06/2024 07:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	10/06/2024 09:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	10/06/2024 10:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	11/06/2024 07:18	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	11/06/2024 07:32	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/06/2024 07:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	11/06/2024 09:45	Low aircraft Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	11/06/2024 15:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	11/06/2024 15:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	11/06/2024 17:38	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	11/06/2024 18:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	11/06/2024 18:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Church Crookham	12/06/2024 11:19	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Guildford	12/06/2024 17:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	12/06/2024 17:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	13/06/2024 13:11	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	13/06/2024 13:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	13/06/2024 14:18	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	13/06/2024 14:38	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	13/06/2024 16:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	13/06/2024 17:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	13/06/2024 17:29	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	13/06/2024 17:58	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	13/06/2024 20:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	14/06/2024 09:54	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	14/06/2024 18:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	14/06/2024 19:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	14/06/2024 19:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Frimley	15/06/2024 08:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Frimley	15/06/2024 08:31	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	15/06/2024 08:48	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Frimley	15/06/2024 09:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	15/06/2024 09:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	15/06/2024 17:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	15/06/2024 18:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	15/06/2024 18:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	16/06/2024 15:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	16/06/2024 16:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Guildford	16/06/2024 17:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	16/06/2024 17:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	16/06/2024 17:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	16/06/2024 18:21	Ground noise	N/A	1	Email	Compliance confirmed - within PP	Primary
Guildford	16/06/2024 18:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/06/2024 08:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Petersfield	17/06/2024 16:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Petersfield	17/06/2024 17:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Guildford	17/06/2024 19:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Church Crookham	18/06/2024 09:24	Low aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnborough	19/06/2024 11:52	Increased movement frequency Size / type of aircraft	N/A	1	Phone	Compliance confirmed - within PP	Primary
Guildford	20/06/2024 18:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/06/2024 18:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/06/2024 18:11	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	20/06/2024 19:18	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	20/06/2024 19:23	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 08:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	21/06/2024 11:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	21/06/2024 12:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 12:20	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 12:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 13:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 17:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	21/06/2024 17:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 18:46	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 18:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	21/06/2024 18:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 18:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 19:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/06/2024 21:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	22/06/2024 08:13	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	22/06/2024 09:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	22/06/2024 09:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/06/2024 12:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/06/2024 16:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/06/2024 17:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/06/2024 19:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	24/06/2024 09:01	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	24/06/2024 14:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	25/06/2024 11:40	Low aircraft	N/A	1	Email	Unrelated to FAL	Primary
Church Crookham	25/06/2024 15:57	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Church Crookham	25/06/2024 18:35	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	26/06/2024 16:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Church Crookham	26/06/2024 16:39	Low aircraft	N/A	1	WebTrak Acknowledgement	Unrelated to FAL	Primary
Guildford	27/06/2024 09:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/06/2024 17:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/06/2024 18:07	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/06/2024 18:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/06/2024 19:08	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/06/2024 19:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/06/2024 21:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	27/06/2024 21:13	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	27/06/2024 21:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	27/06/2024 21:30	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	27/06/2024 21:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2024 11:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2024 11:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2024 11:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/06/2024 16:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Camberley	30/06/2024 06:00	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Secondary
Farnham	30/06/2024 11:32	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary

Two phone complaints were unable to be logged due to lack of details being provided
These were on 18th May and 2nd June

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 number, 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 – 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 to NATS
NON-COMPLIANCE – STA	The aircraft failed to adhere to the STAR or ATC instructions, After noise abatement, subject to investigation to NATS
NON-COMPLIANCE – PP	The complaint raised query over 106 Obligations, investigation confirmed 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