

Appendix 6

Airport noise complaint summary

The new online system for submitting noise complaints has been working well and almost all complaints are now received this way. A further review of our noise complaints handling system was undertaken by the Chairman of the Airport Consultative Committee (ACC) in February and it was agreed that in addition to those complainants who made over 100 complaints over a three month period, individuals who continued to submit complaints about the same legitimate aircraft operation whereby it was understood that the airport could offer no further explanation or resolution to their complaints, should also be suspended from corresponding with the airport about complaints for a six month period, this has been approved by the ACC. In the six month period Nov to Apr 2013 nine complainants were written to about this.

Once the six month suspension period expires the airport writes to the complainant to offer them a meeting at the airport to discuss their concerns rather than simply recommence correspondence over noise complaints. Only two out of the five complainants suspended in the previous six month period have chosen to take up the offer of a meeting.

About 80-90% of complaints continue to be received from 10 addresses.

Generally speaking the number of complaints continued to fall - Complaints in November totalled 135, in December 86, in January 157 (70 by one complainant), in February 133 (35 by the same complainant who submitted 70 in Jan), in March 113 and in April 72.

A full report on noise and the number of complaints received is included in the Annual Report, due for publication shortly.