## **Farnborough Airport Quarterly Complaints Report:**

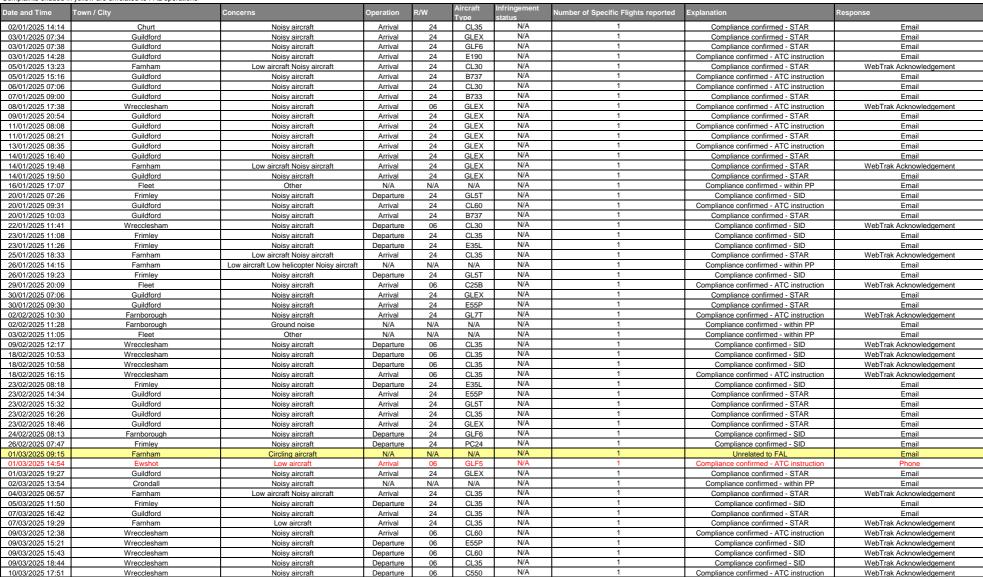
Q1 2025

† 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 occuring in the quarter

Complaints in red text have been received via the phoneline

Complaints shaded in yellow are unrelated to FAL operations





Date and Time	Town / City	Concerns	Operation	R/W	Aircraft Type	Infringement status	Number of Specific Flights reported	Explanation	Response
10/03/2025 17:51	Wrecclesham	Noisy aircraft	Departure	06	C550	N/A	1	Compliance confirmed - ATC instruction	WebTrak Acknowledgement
10/03/2025 17:55	Wrecclesham	Noisy aircraft	Arrival	06	C68A	N/A	1	Compliance confirmed - ATC instruction	WebTrak Acknowledgement
10/03/2025 18:43	Wrecclesham	Noisy aircraft	Arrival	06	FA7X	N/A	1	Compliance confirmed - ATC instruction	WebTrak Acknowledgement
10/03/2025 19:02	Wrecclesham	Noisy aircraft	Arrival	06	GL5T	N/A	1	Compliance confirmed - ATC instruction	WebTrak Acknowledgement
15/03/2025 16:52	Wrecclesham	Noisy aircraft	Arrival	06	CL35	N/A	1	Compliance confirmed - ATC instruction	WebTrak Acknowledgement
17/03/2025 12:54	Frimley	Low aircraft Noisy aircraft	N/A	N/A	N/A	N/A	1	Unrelated to FAL	Email
17/03/2025 13:03	Fleet	Low aircraft	N/A	N/A	N/A	N/A	1	Unrelated to FAL	Phone
20/03/2025 11:06	Farnham	Noisy aircraft	Arrival	06	CL35	N/A	1	Compliance confirmed - STAR	WebTrak Acknowledgement
21/03/2025 14:04	Farnborough	Noisy aircraft	Departure	06	GL5T	N/A	1	Compliance confirmed - SID	Phone
27/03/2025 17:42	Guildford	Noisy aircraft	Arrival	24	GL5T	N/A	1	Compliance confirmed - ATC instruction	Email
29/03/2025 10:30	Farnham	Low aircraft Noisy aircraft	Arrival	24	CL35	N/A	1	Compliance confirmed - STAR	WebTrak Acknowledgement
30/03/2025 15:54	Guildford	Noisy aircraft	Arrival	24	GLEX	N/A	1	Compliance confirmed - ATC instruction	Email
30/03/2025 15:58	Guildford	Noisy aircraft	Arrival	24	E550	N/A	1	Compliance confirmed - ATC instruction	Email
30/03/2025 17:29	Guildford	Noisy aircraft	Arrival	24	GL5T	N/A	1	Compliance confirmed - STAR	Email

## 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 depature

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), activites 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 identifible aircraft at the report date/time

Unrelated to FAL The flight tracking system identified the reported flight as a non-Farnborough flight, transient throught 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