



Heathrow Noise Complaints Report 2020

Complaints statistics

Overall statistics

945 people complained during 2020, making over 39,000 complaints.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
No. of Complainants	200	171	141	120	160	172	137	213	147	96	107	125	945
No. of Complaints	4,012	4,694	3,169	2,281	2,699	2,214	2,434	5,296	3,182	3,320	2,652	3,130	39,083

Top 10 Complainants

Complaints from the 10 people who complained the most times in 2020.

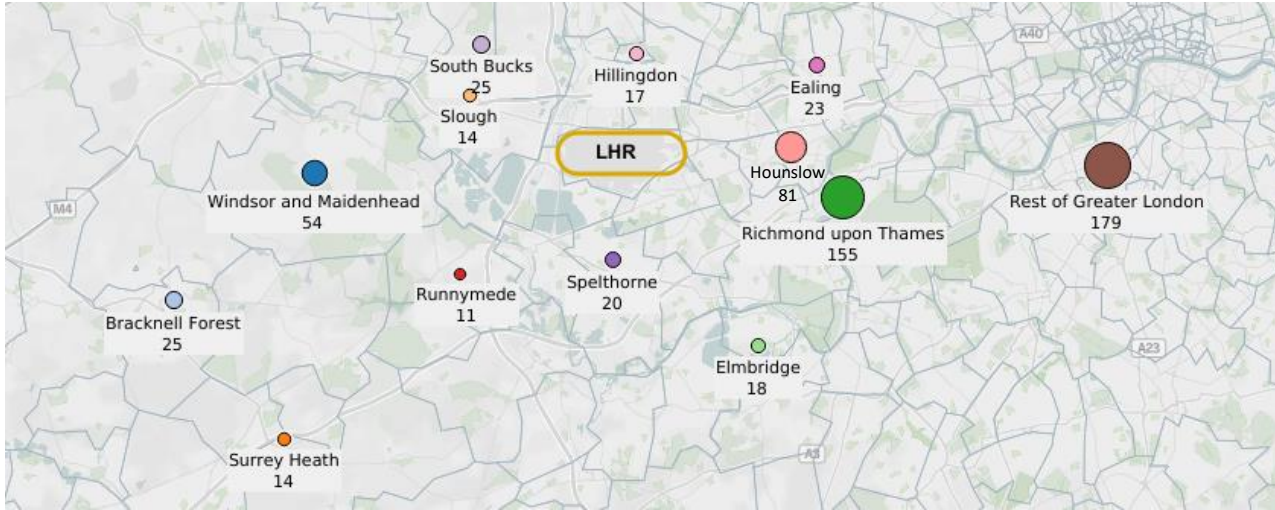
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
29,695	76.0%	1.1%

Complainants who complained less than 5 times

Complaints from people who contacted Heathrow 5 times or less in 2020.

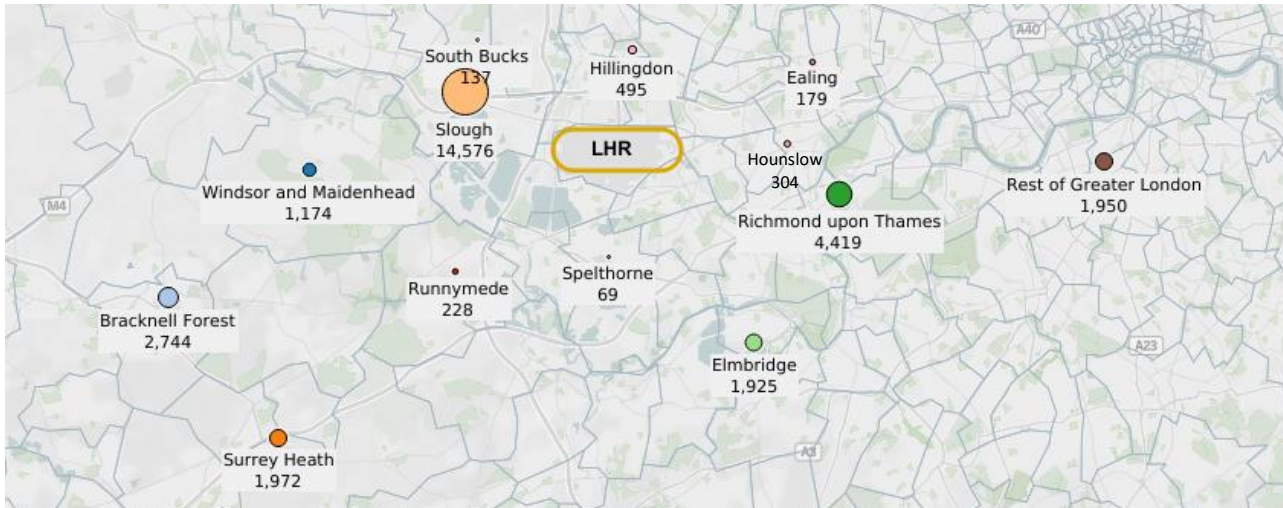
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
1,322	808	85.5%	3.4%

Complaints by Local Authority (HCEB Boroughs)



Map of Complainants

The size of bubble and numbers stated represent the total number of complainants from each Borough.

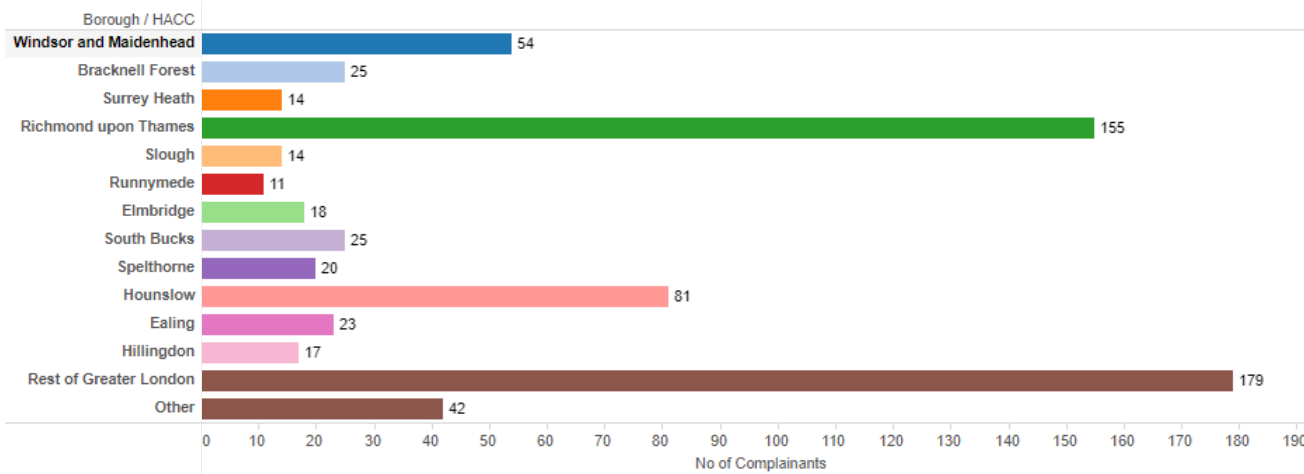


Map of Complaints

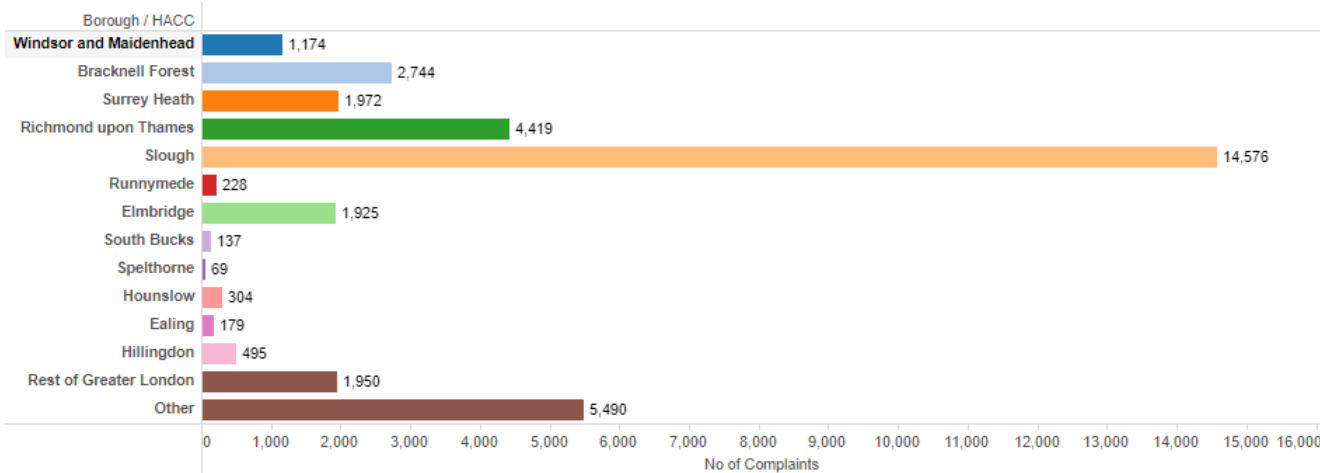
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants

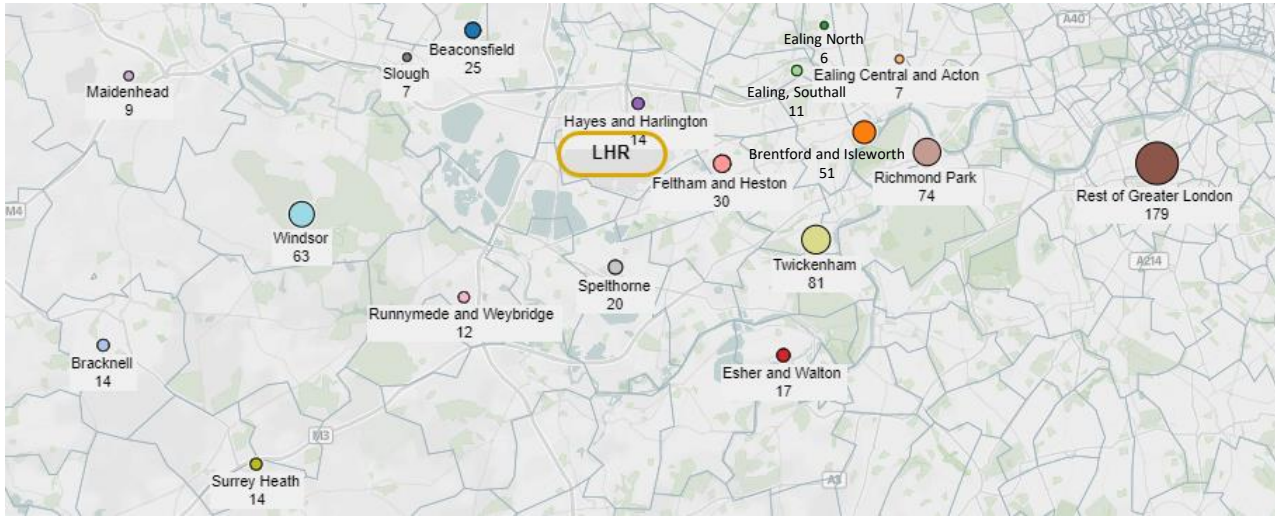


Number of Complaints



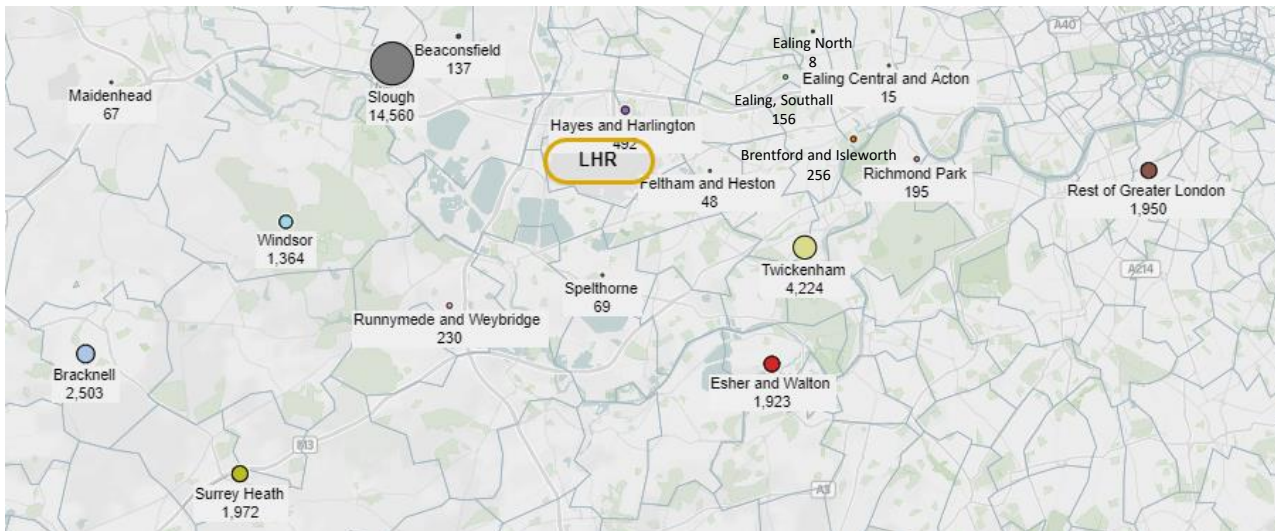
The 'Other' category includes boroughs that fall outside of current HCEB membership, e.g. Reading, Wokingham, Mole Valley, Reigate and Banstead.

Complaints by Parliamentary Constituency



Map of Complainants

The size of bubble and numbers stated represent the total number of complainants from each constituency.

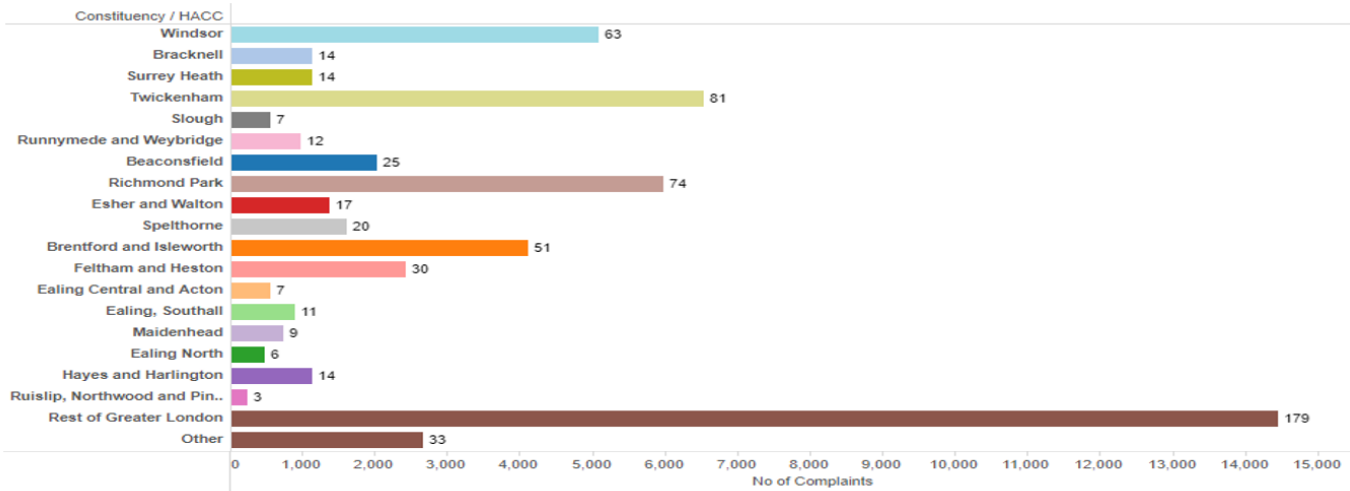


Map of Complaints

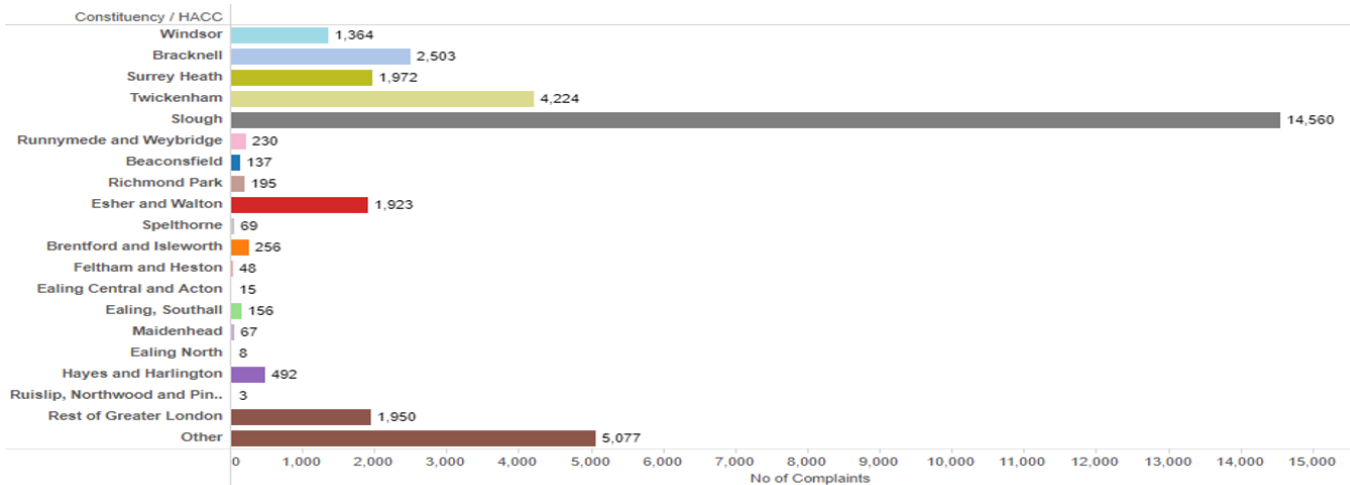
The size of bubble and numbers stated represent the total number of complaints from each constituency.

Parliamentary Constituency Statistics

Number of Complainants



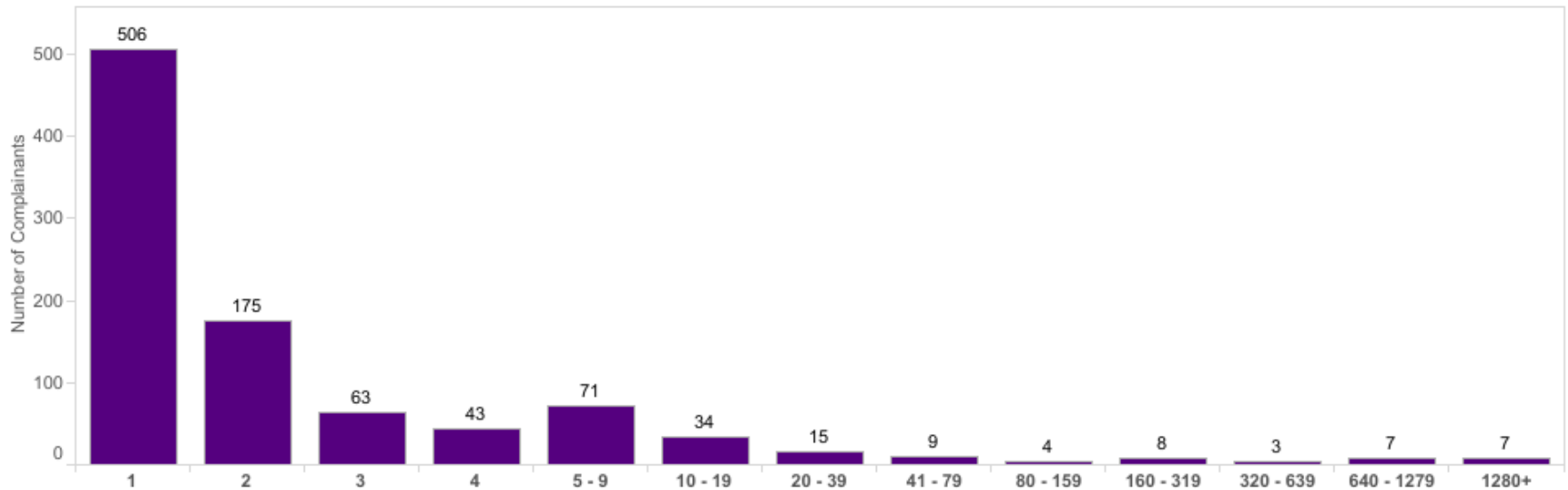
Number of Complaints



Distribution of Complaints

How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow in 2020. For example, it shows that 506 people complained once, that 63 people complained 3 times and that 7 people complained more than 1,280 times.



Complaints locations

