



Heathrow Noise Complaints Report 2018 Q1

April 2018
Heathrow Community Relations

Heathrow

Complaints statistics

Overall statistics

704 people complained between January and March 2018, making over 13,000 complaints.

	Jan 2018	Feb 2018	Mar 2018	Total
No. of Complainants	301	313	400	704
No. of Complaints	4,921	4,369	4,106	13,396

Top 10 Complainants

Complaints from the 10 people who complained the most times this quarter.

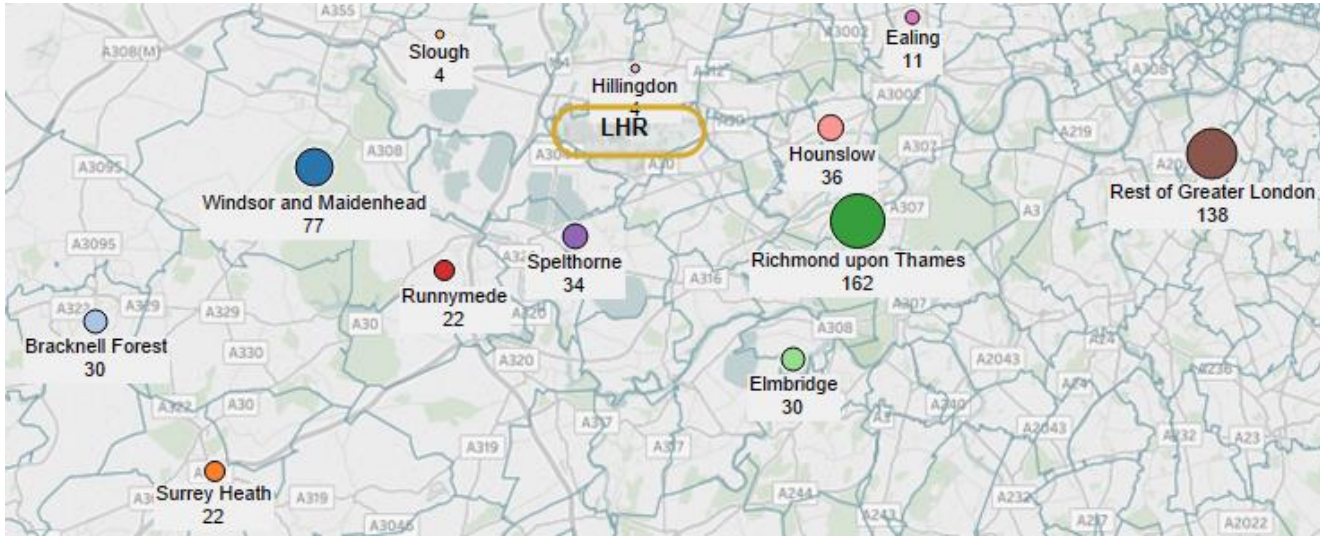
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
8,744	65.27%	1.4%

Complainants who complained less than 5 times

Complaints from people who contacted Heathrow 5 times or less this quarter.

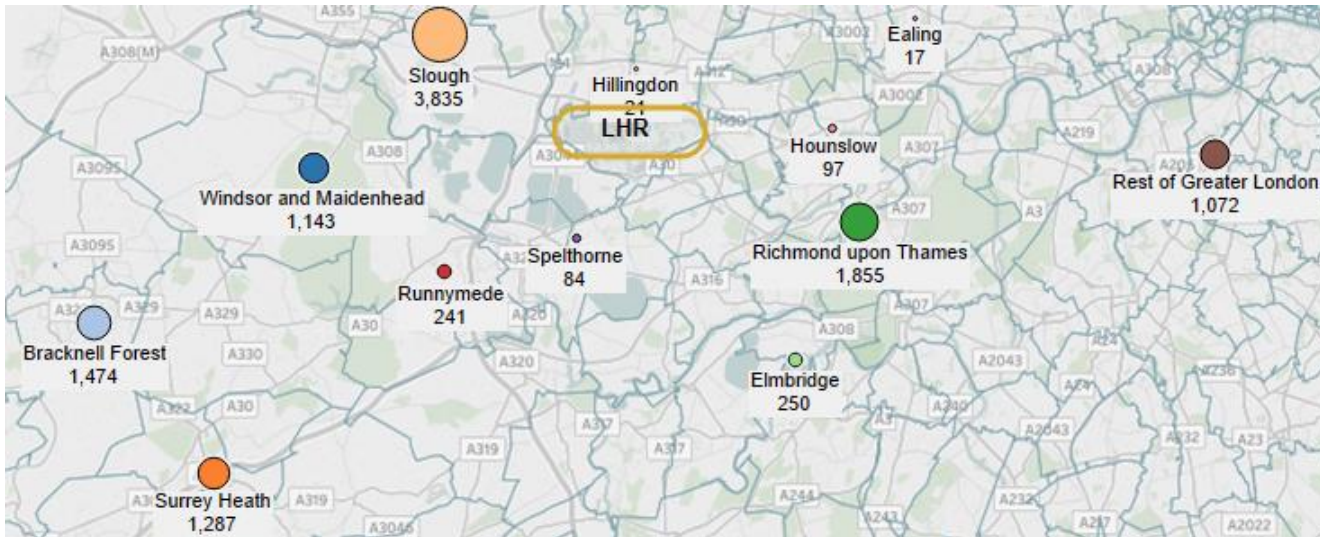
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
979	580	82.4%	7.31%

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.

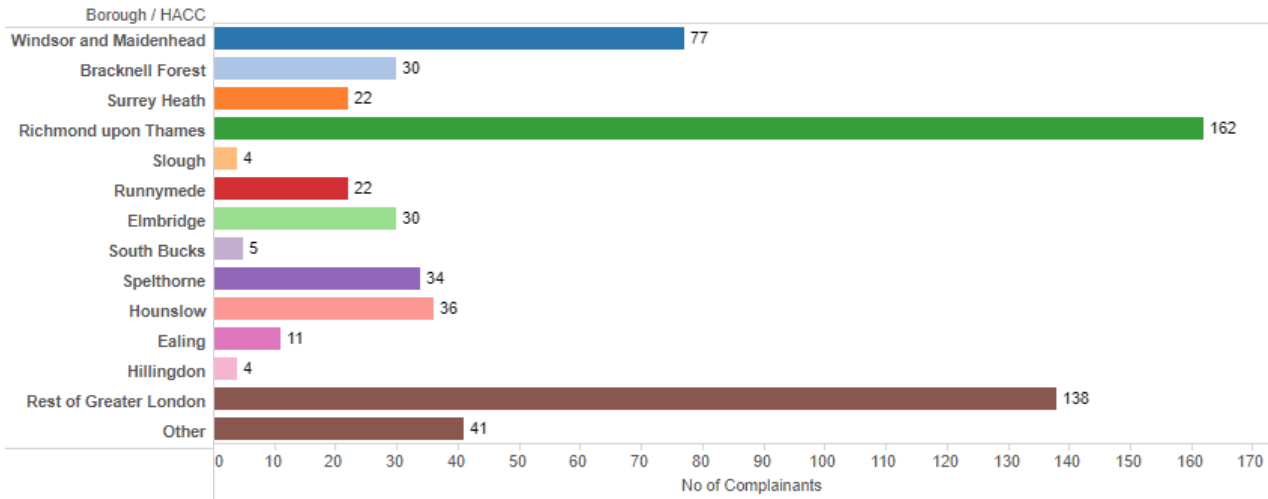


Map of Complaints

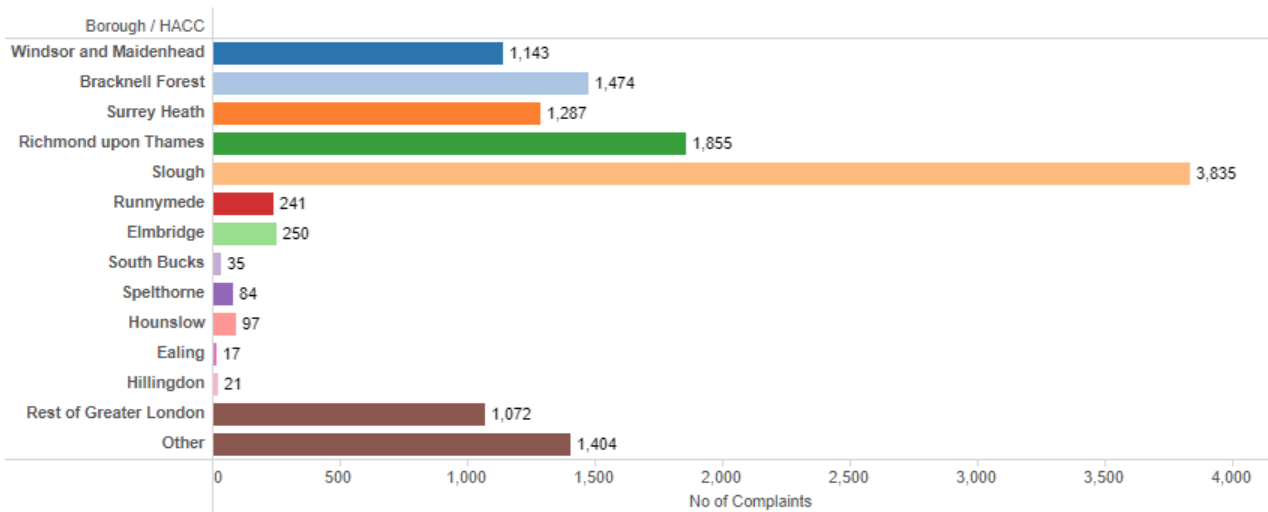
The size of bubble and numbers stated represent the total number of complaints from each Borough.

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.

Distribution of Complaints

How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 349 people complained once, that 62 people complained 3 times and that 1 person complained more than 1,280 times.

