



Heathrow Noise Complaints Report 2018 Q3

2 October 2018
Heathrow Community Relations

Heathrow

Complaints statistics

Overall statistics

1,532 people complained between July and September 2018, making over 20,000 complaints.

	Jul 2018	Aug 2018	Sep 2018	Total
No. of Complainants	1,057	517	360	1,532
No. of Complaints	9,321	5,393	5,547	20,261

Top 10 Complainants

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

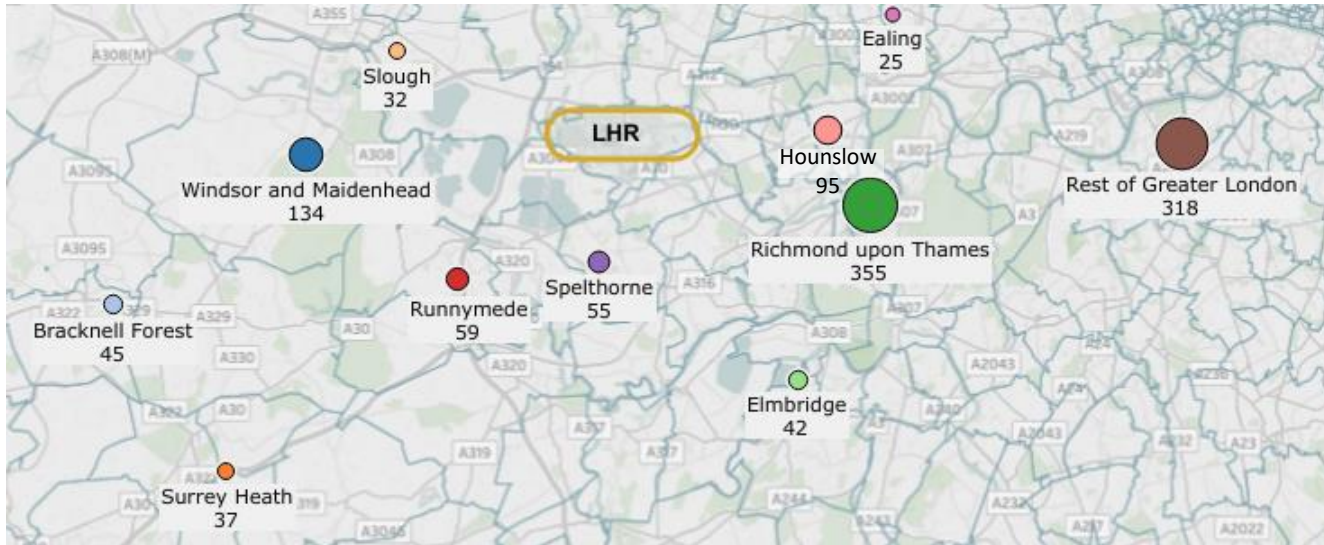
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
12,955	63.94%	0.7%

Complainants who complained less than 5 times

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

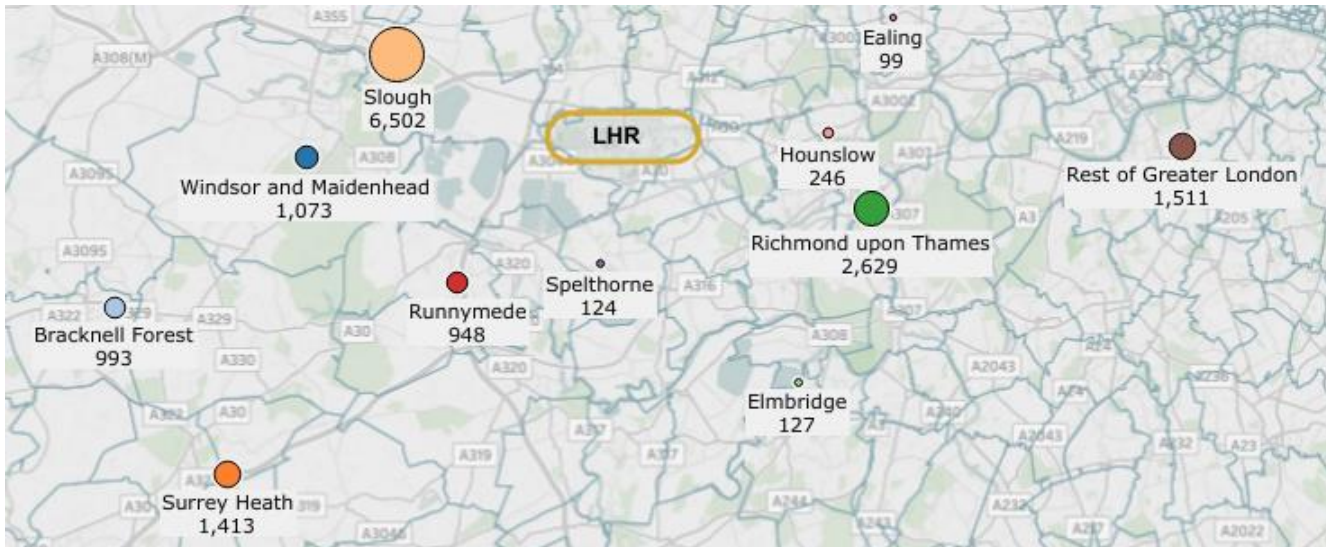
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
2,140	1,358	88.6%	10.56%

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.

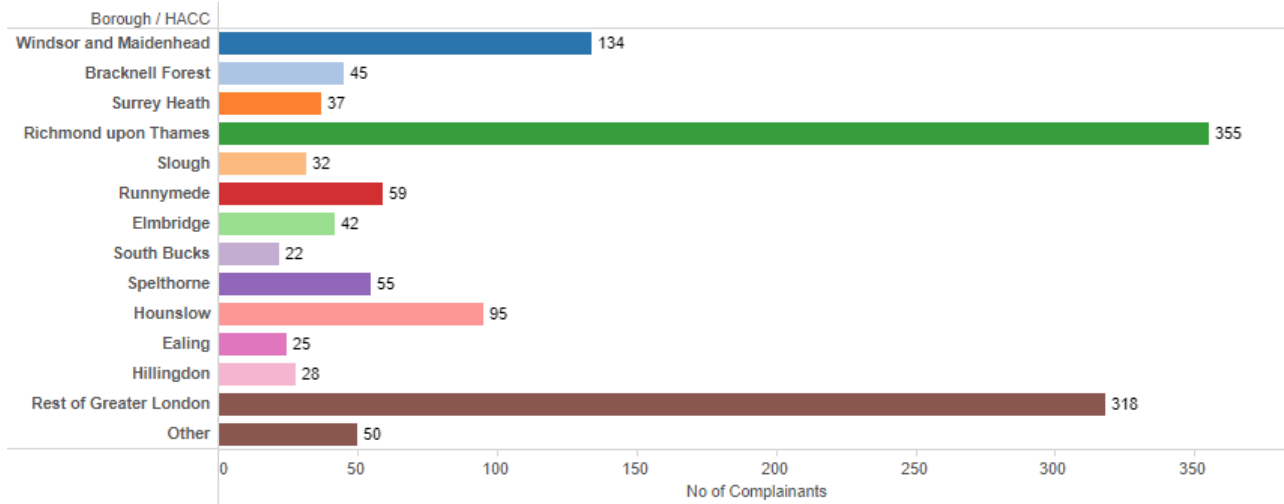


Map of Complaints

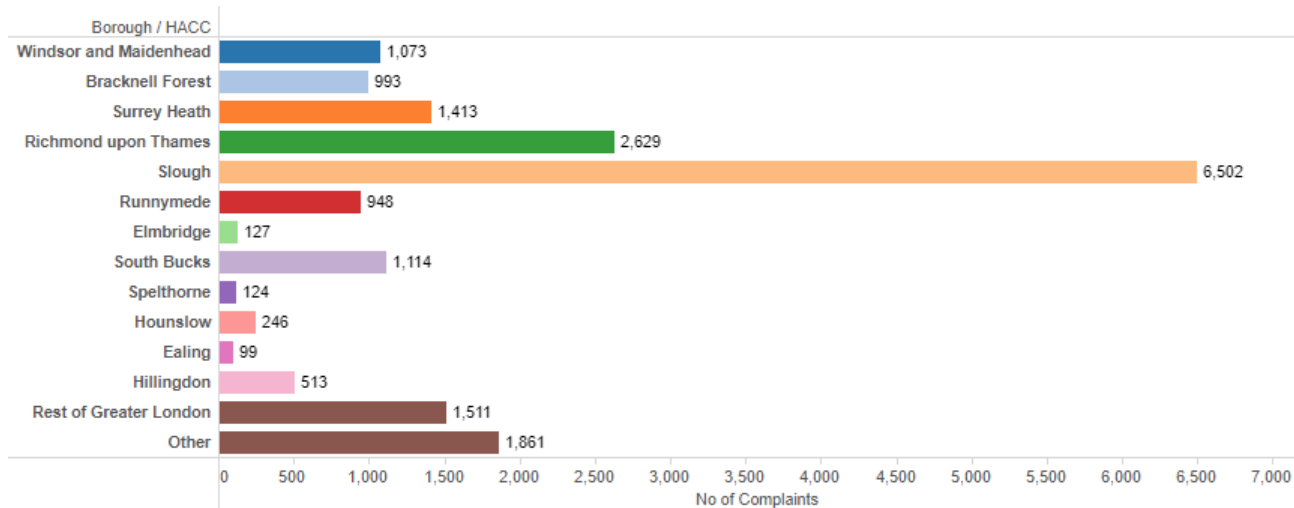
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



Number of Complaints

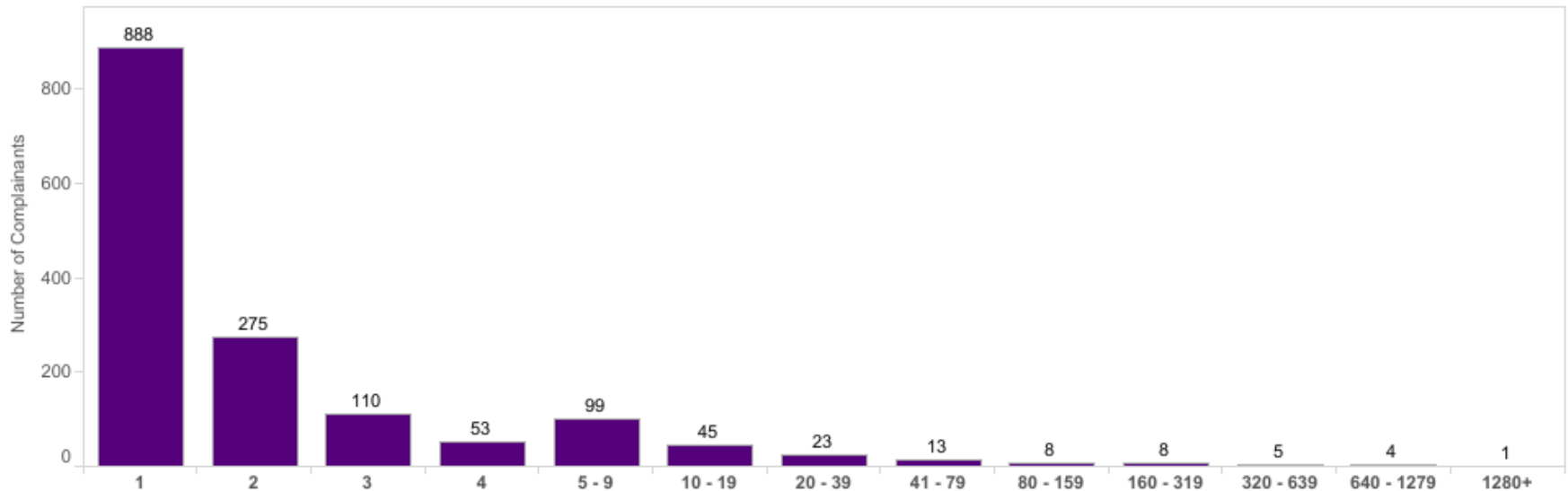


The 'Other' category includes boroughs that fall outside of current HCEB membership, e.g. Reading, Wokingham, Mole Valley, Reigate and Banstead.

Distribution of Complaints

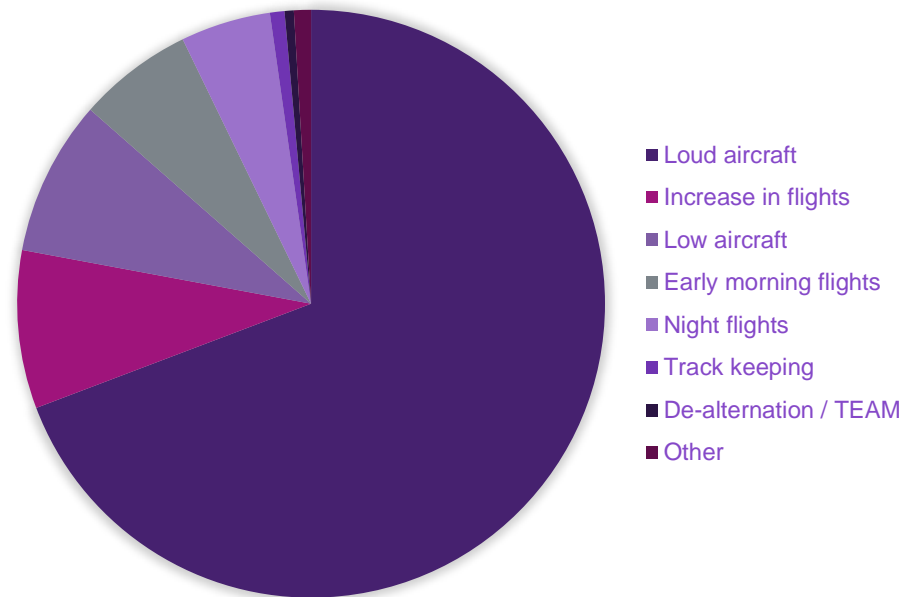
How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 888 people complained once, that 110 people complained 3 times and that 1 person complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	69.2%
Increase in flights	8.7%
Low aircraft	8.5%
Early morning flights	6.3%
Night flights	5.0%
Track keeping	0.8%
De-alternation / TEAM	0.5%
Other	0.9%



Note: Multiple or duplicate complaints made by one person on one day are not included in this chart.