



Heathrow Noise Complaints Report 2018 Q4

4 January 2019
Heathrow Community Relations

Heathrow

Complaints statistics

Overall statistics

563 people complained between October and December 2018, making over 14,000 complaints.

	Oct 2018	Nov 2018	Dec 2018	Total
No. of Complainants	302	269	231	563
No. of Complaints	4,703	4,160	5,825	14,688

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
11,088	75.49%	1.8%

Complainants who complained less than 5 times

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

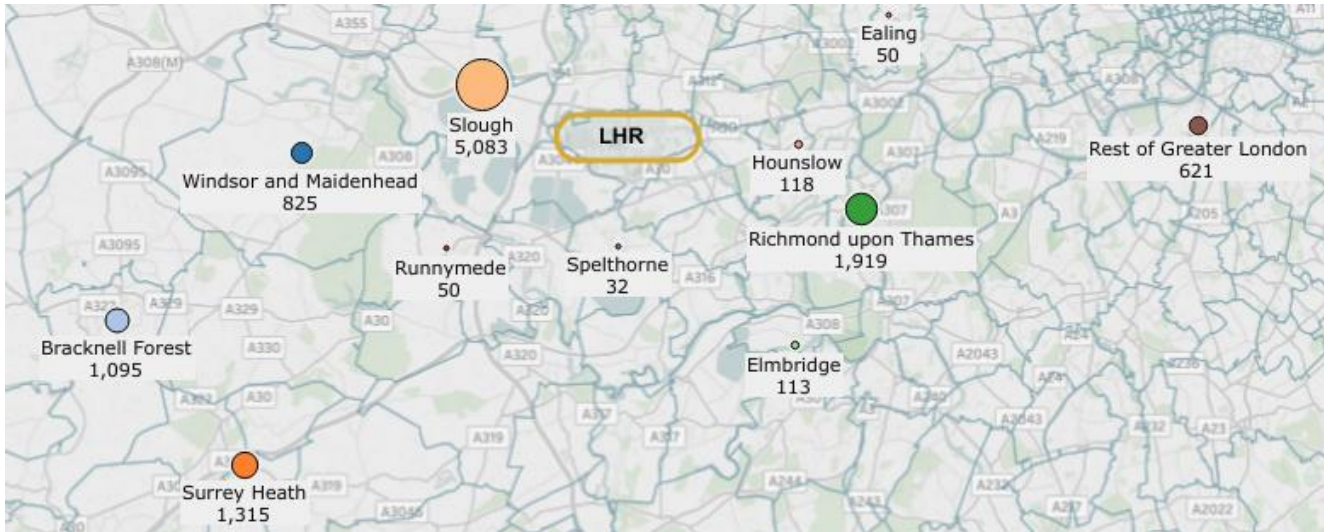
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
778	474	84.2%	5.30%

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.

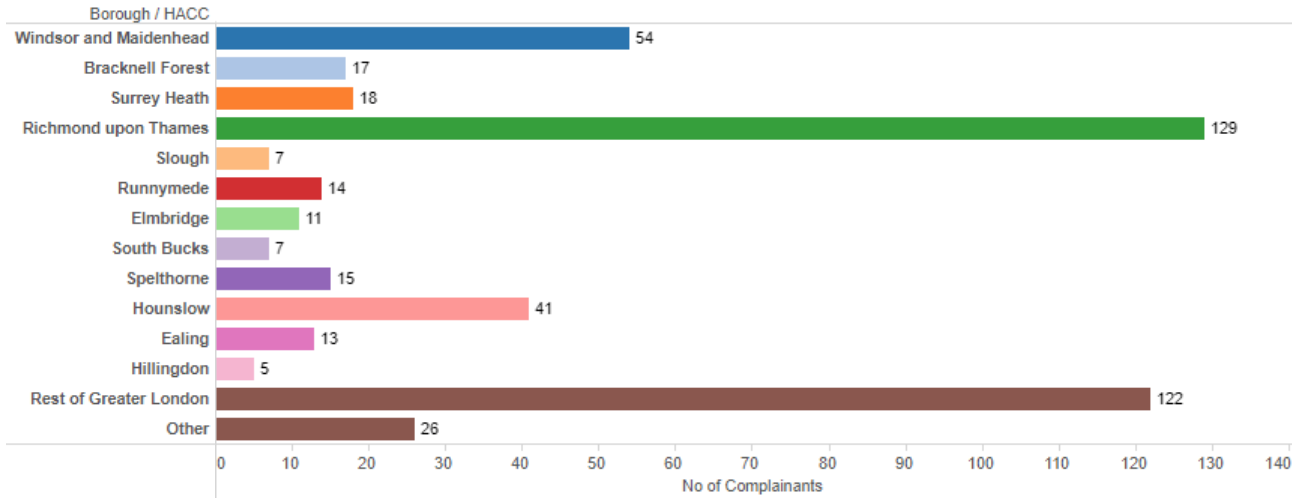


Map of Complaints

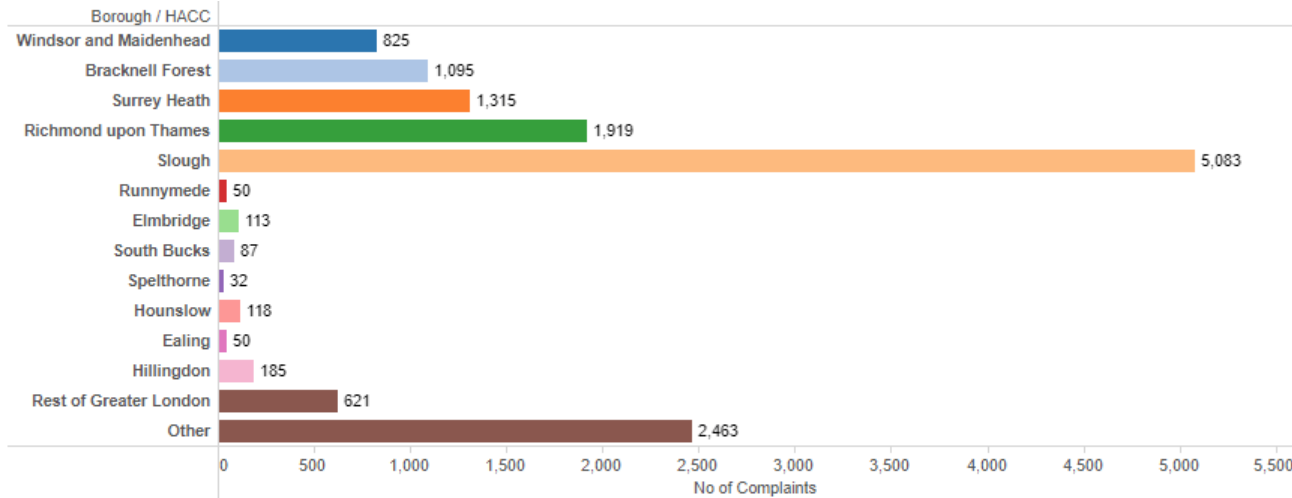
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



Number of Complaints

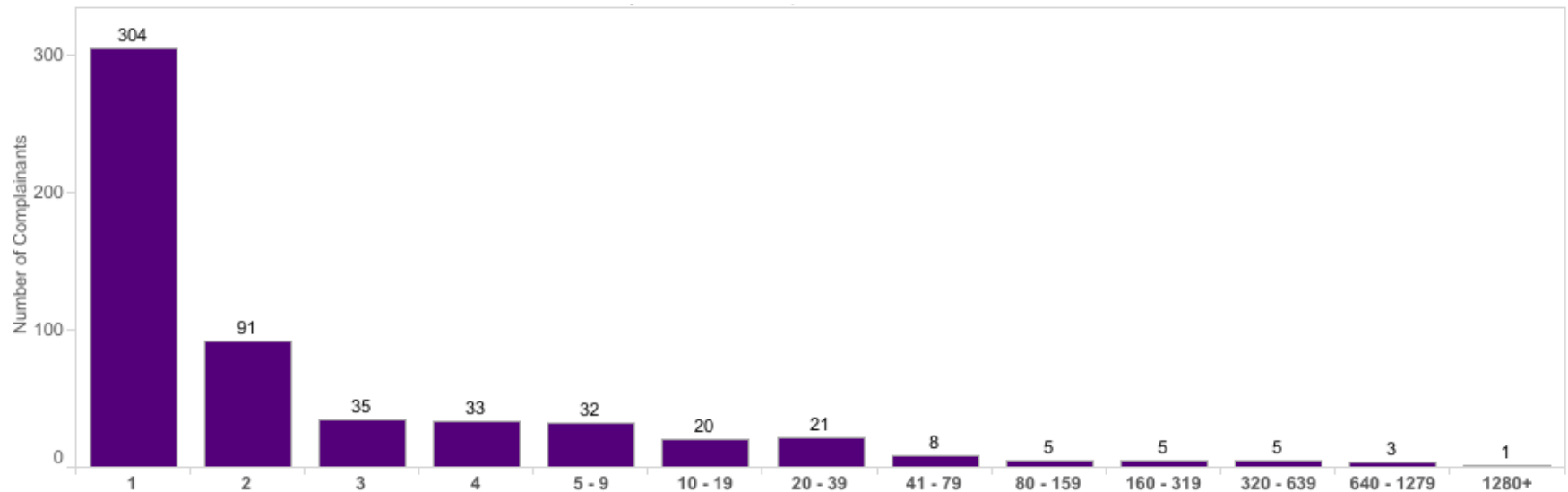


The 'Other' category includes boroughs that fall outside of current HCEB membership, e.g. Reading, Wokingham, Mole Valley, Reigate and Banstead.

Distribution of Complaints

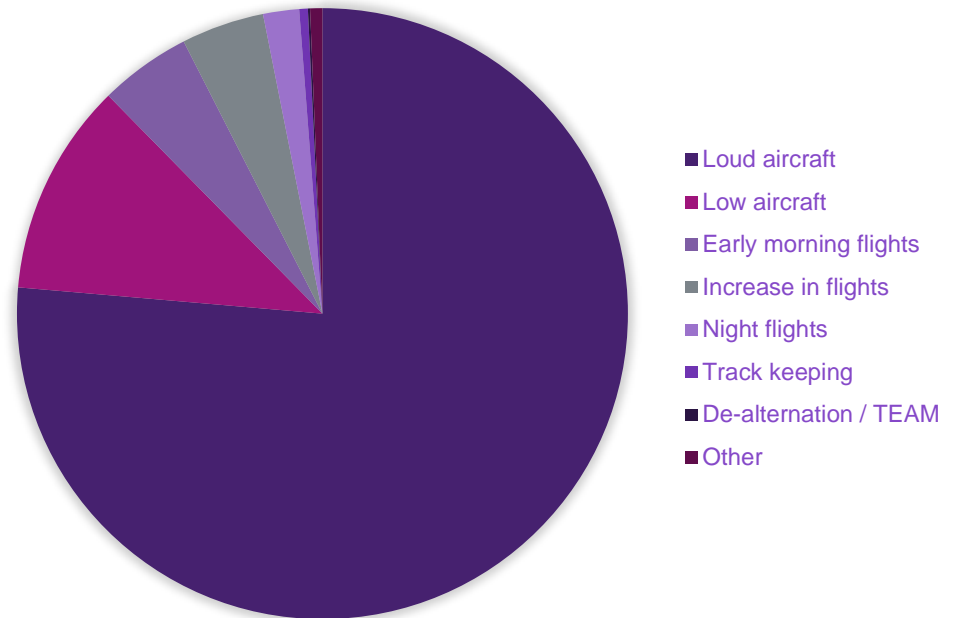
How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 304 people complained once, that 35 people complained 3 times and that 1 person complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	76.4%
Low aircraft	11.3%
Early morning flights	4.8%
Increase in flights	4.4%
Night flights	1.9%
Track keeping	0.5%
De-alternation / TEAM	0.1%
Other	0.6%



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