



Heathrow Noise Complaints Report 2019 Q1

9 April 2019
Heathrow Community Relations

Heathrow

Complaints statistics

Overall statistics

628 people complained between January and March 2019, making over 15,000 complaints.

	Jan 2019	Feb 2019	Mar 2019	Total
No. of Complainants	294	280	307	628
No. of Complaints	5,302	4,626	5,983	15,911

Top 10 Complainants

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

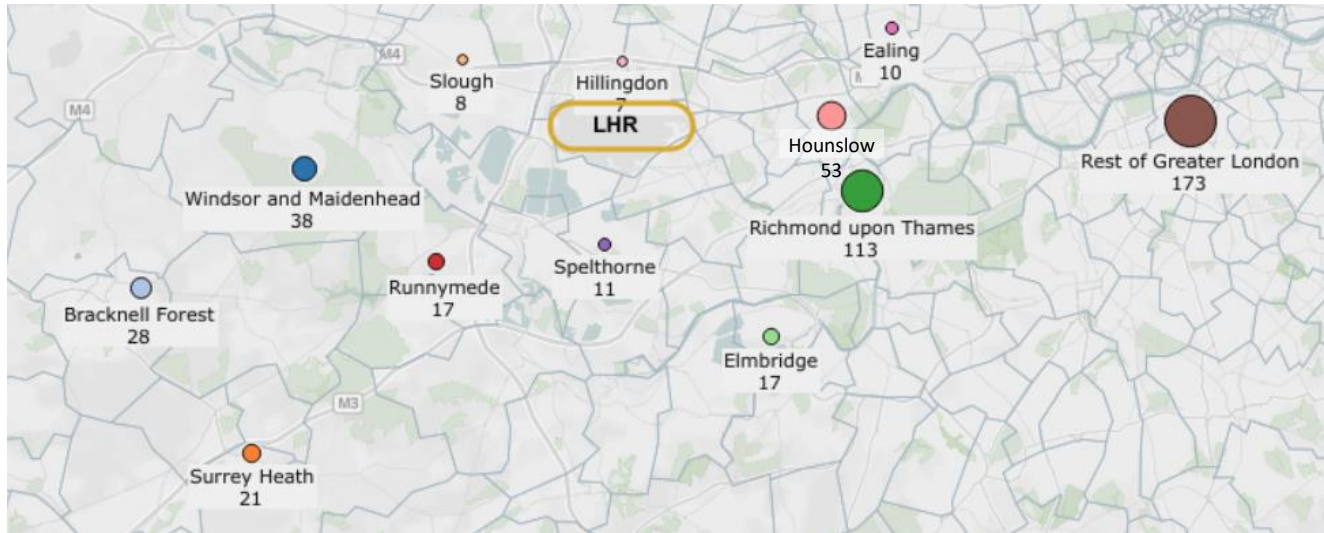
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
11,902	74.8%	1.6%

Complainants who complained less than 5 times

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

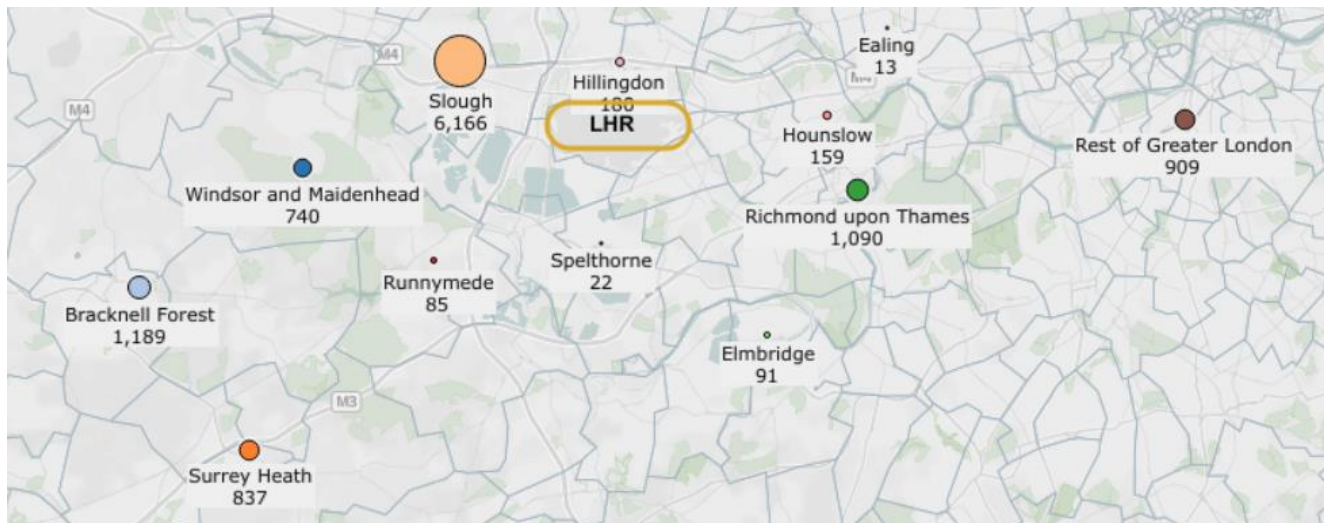
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
855	520	82.8%	5.37%

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.

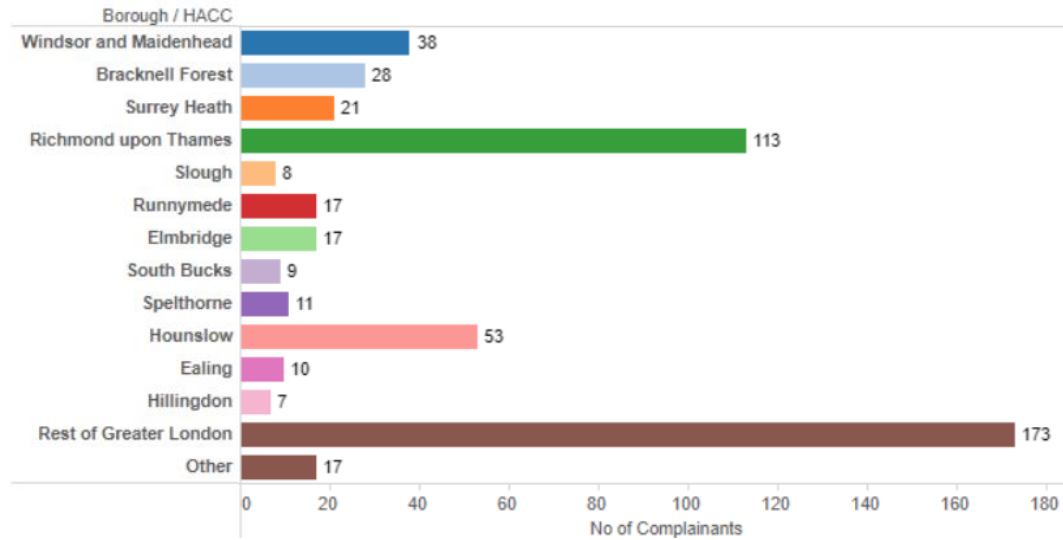


Map of Complaints

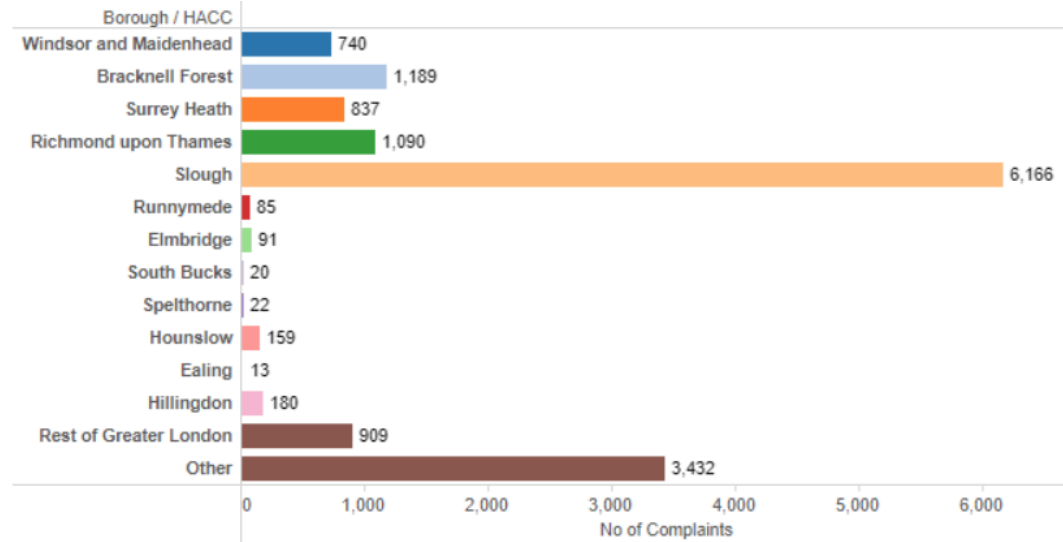
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



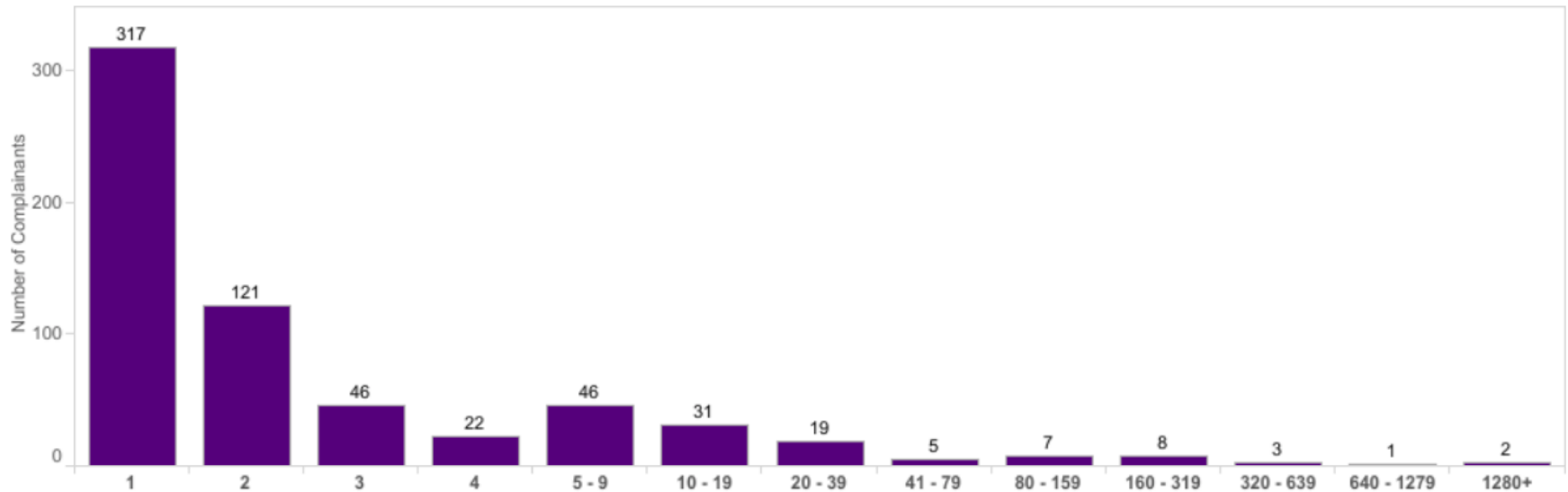
Number of Complaints



Distribution of Complaints

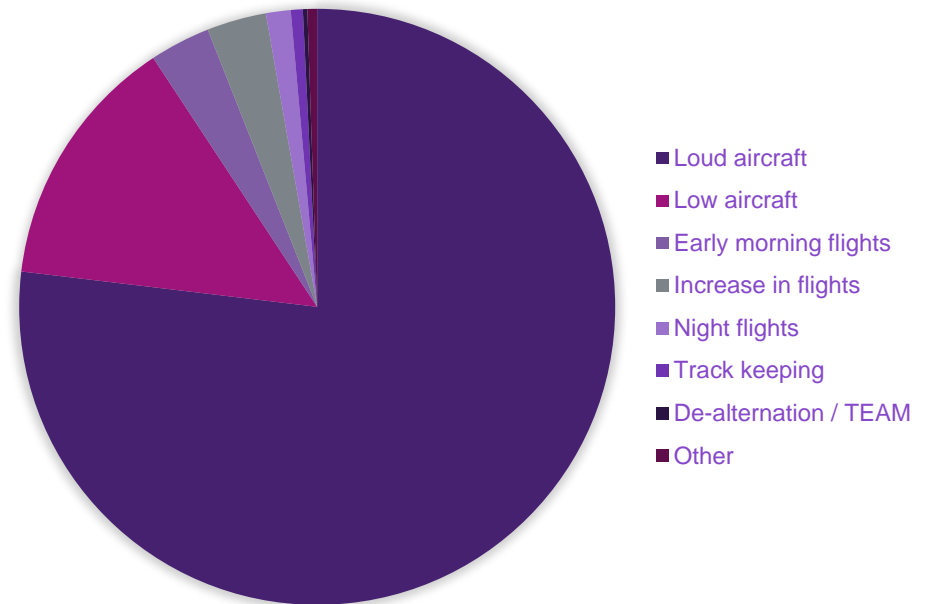
How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 317 people complained once, that 46 people complained 3 times and that 2 people complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	76.9%
Low aircraft	13.8%
Early morning flights	3.3%
Increase in flights	3.2%
Night flights	1.3%
Track keeping	0.6%
De-alternation / TEAM	0.2%
Other	0.5%



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