



Heathrow Noise Complaints Report 2019 Q2

9 July 2019
Heathrow Community Relations

Heathrow

Complaints statistics

Overall statistics

1,273 people complained between April and June 2019, making over 20,000 complaints.

	Apr 2019	May 2019	Jun 2019	Total
No. of Complainants	693	420	592	1,273
No. of Complaints	7,546	6,732	6,236	20,514

Top 10 Complainants

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

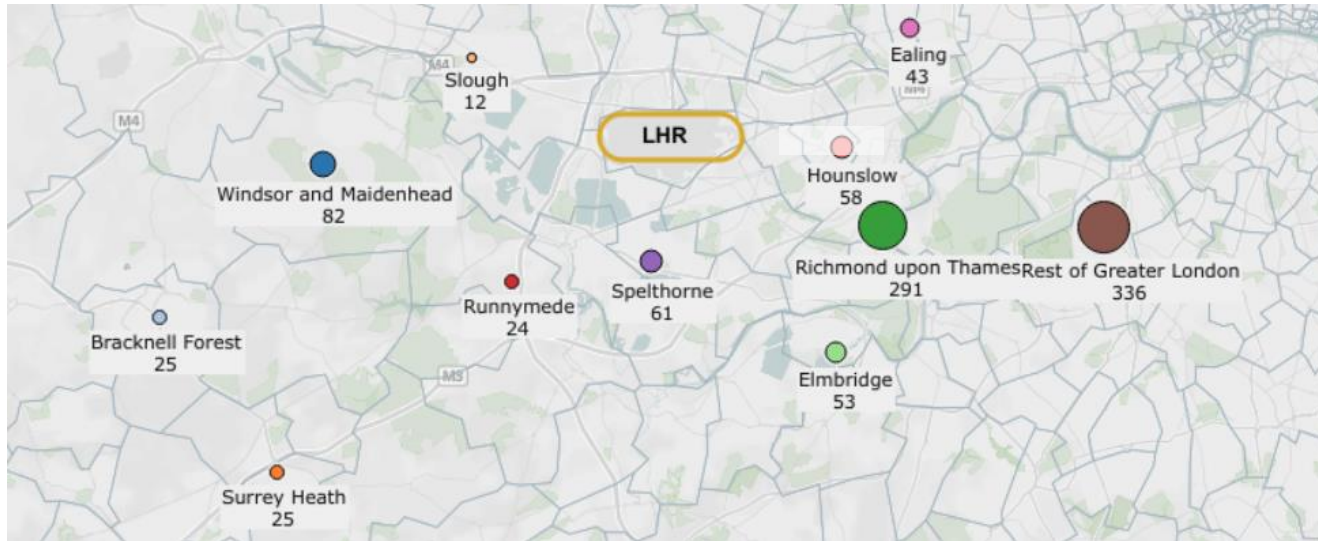
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
13,829	67.4%	0.8%

Complainants who complained less than 5 times

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

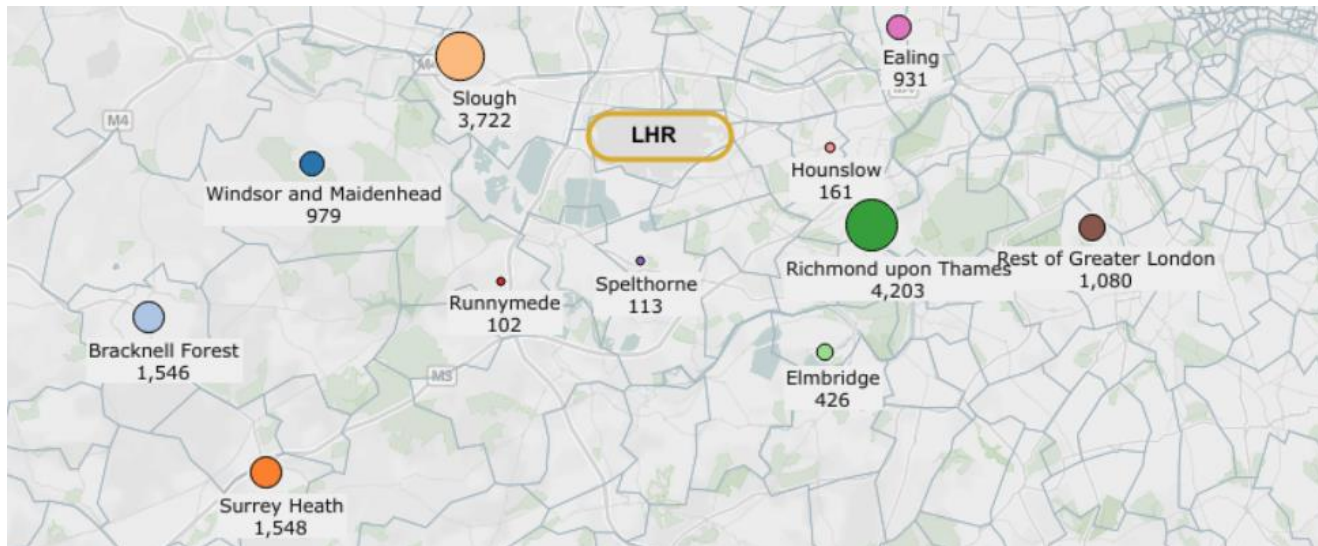
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
1,760	1,100	86.4%	8.58%

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.

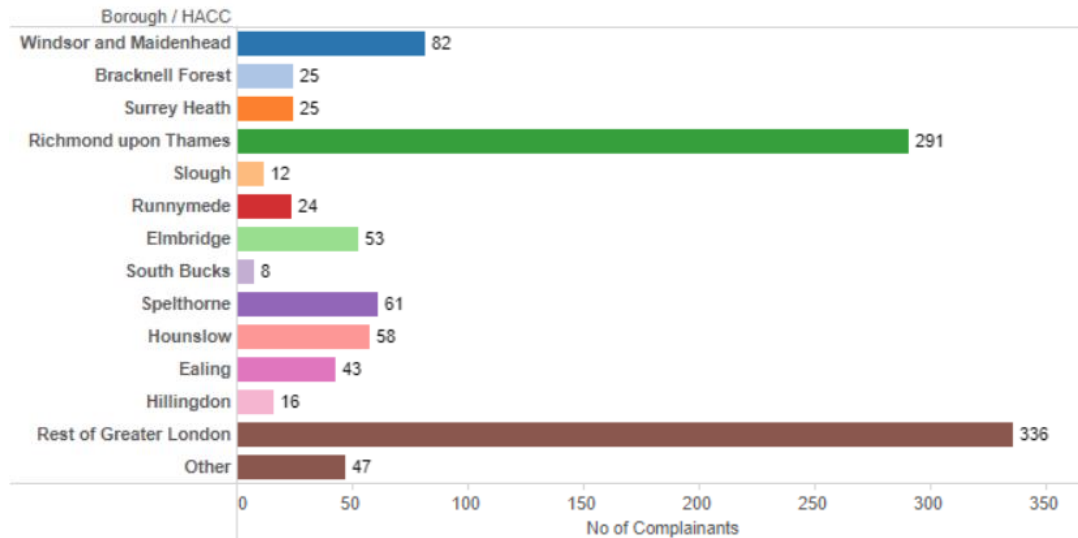


Map of Complaints

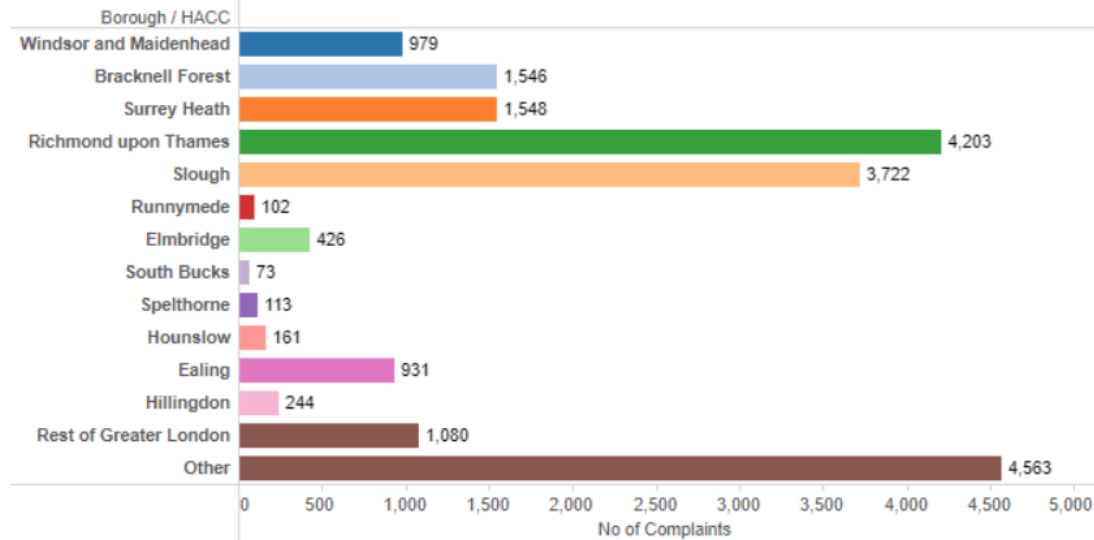
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



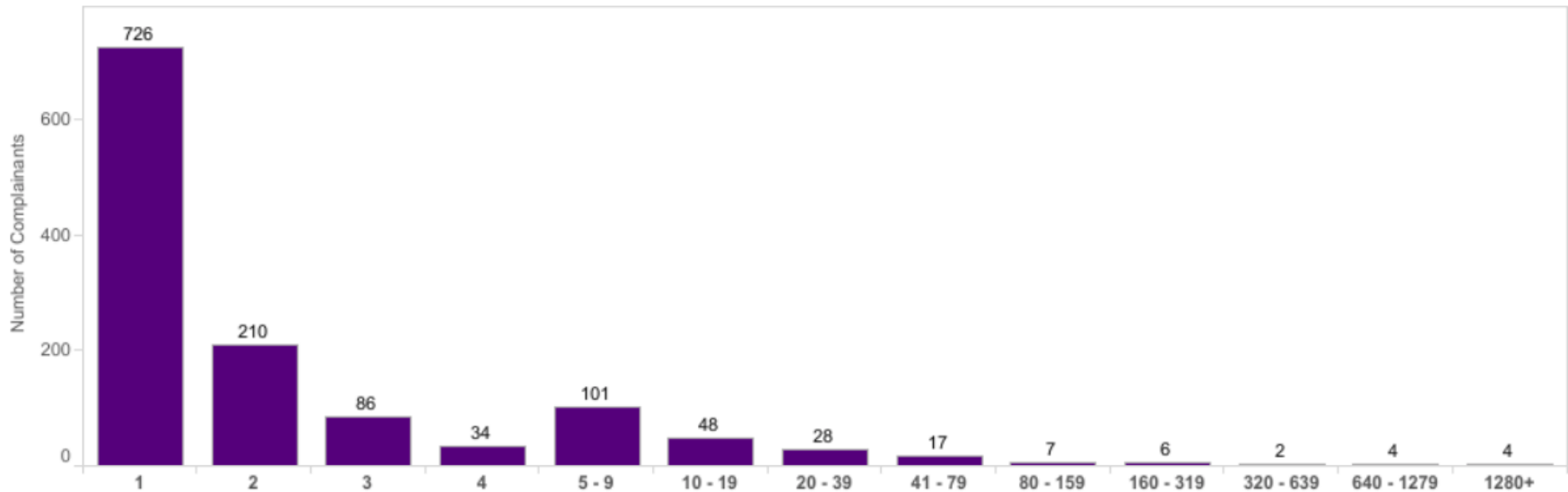
Number of Complaints



Distribution of Complaints

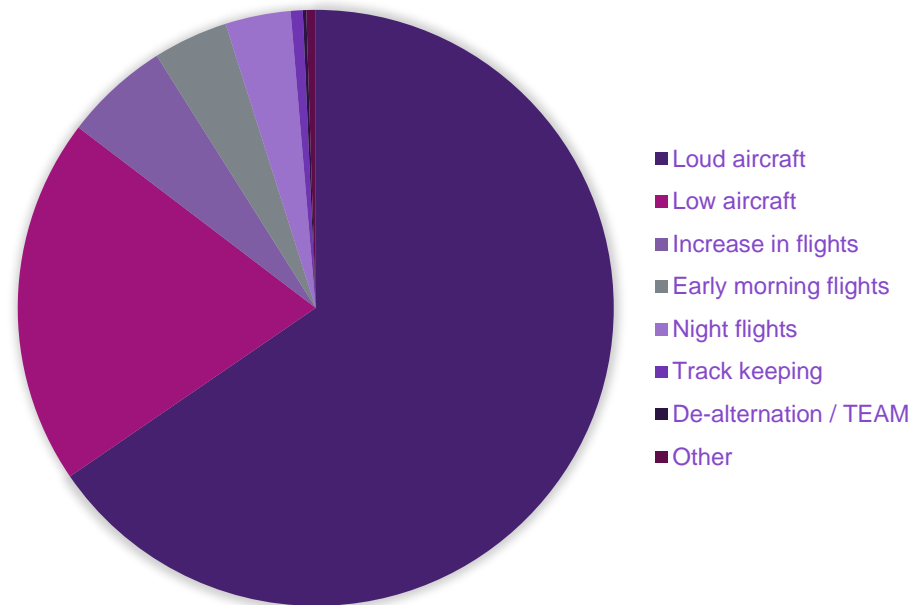
How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 726 people complained once, that 86 people complained 3 times and that 4 people complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	65.4%
Low aircraft	19.9%
Increase in flights	5.7%
Early morning flights	4.1%
Night flights	3.5%
Track keeping	0.7%
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.