



# Heathrow Noise Complaints Report 2019 Q3

7 October 2019  
Heathrow Community Relations

**Heathrow**

# Complaints statistics

## Overall statistics

1,793 people complained between July and September 2019, making over 22,000 complaints.

|                            | Jul 2019 | Aug 2019 | Sep 2019 | Total  |
|----------------------------|----------|----------|----------|--------|
| <b>No. of Complainants</b> | 936      | 825      | 519      | 1,793  |
| <b>No. of Complaints</b>   | 8,154    | 7,708    | 6,827    | 22,689 |

## 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 |
|-------------------|--------------------------------|----------------------------|
| 15,318            | 67.5%                          | 0.6%                       |

## Complainants who complained less than 5 times

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

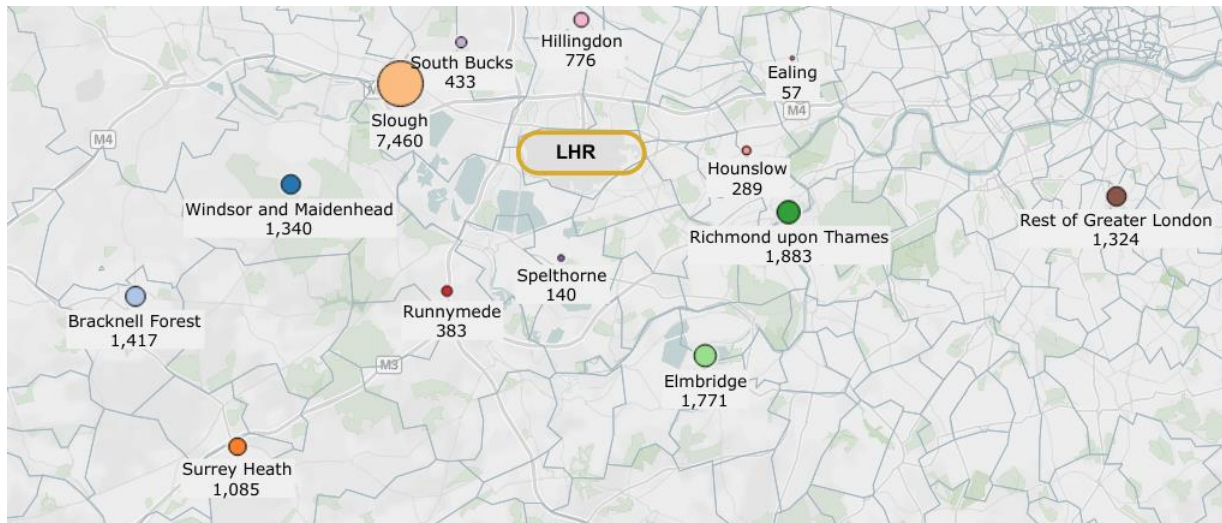
| No. of Complaints | No. of Complainants | Percentage of Total Complainants | Percentage of Total Complaints |
|-------------------|---------------------|----------------------------------|--------------------------------|
| 2,463             | 1,611               | 89.8%                            | 10.9%                          |

# 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.

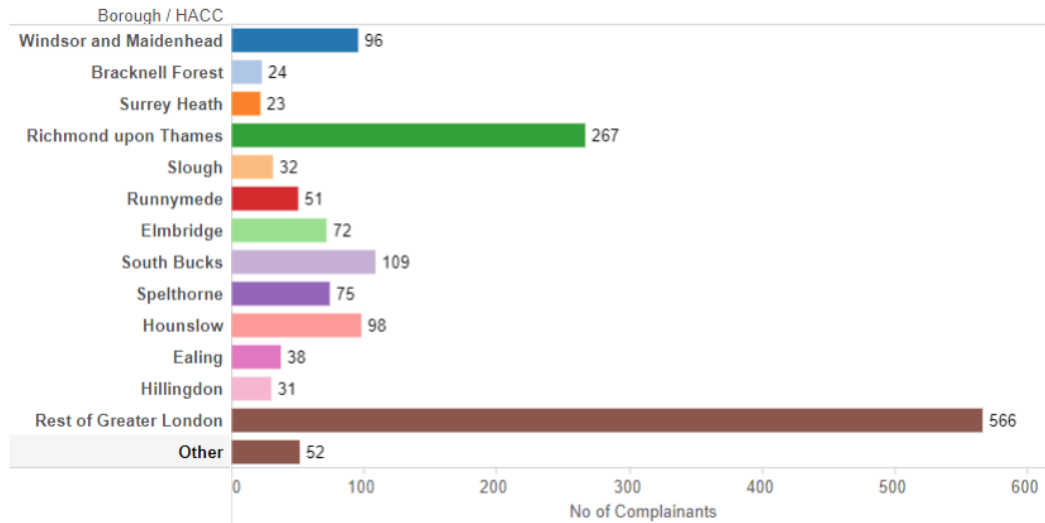


## Map of Complaints

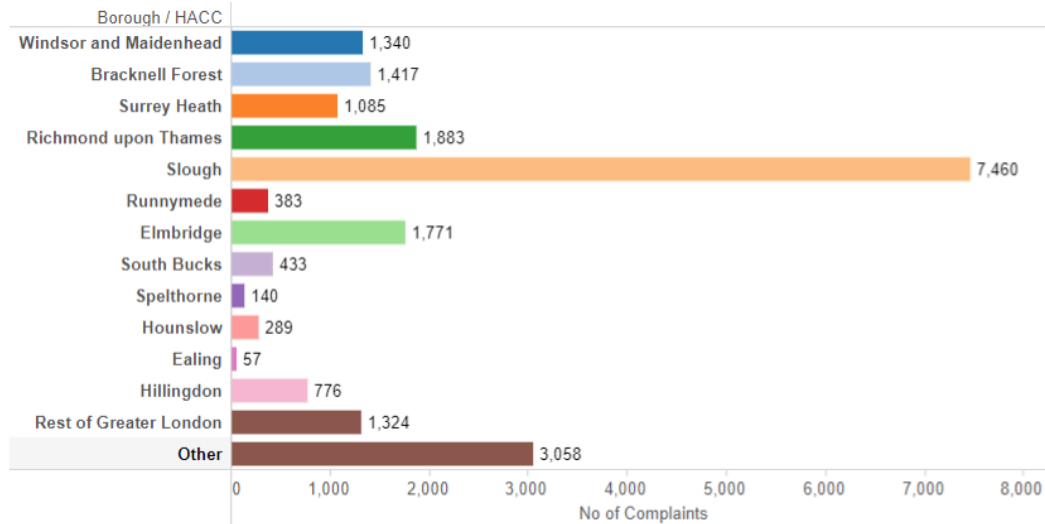
The size of bubble and numbers stated represent the total number of complaints from each Borough.

# Local Authority Statistics

## Number of Complainants



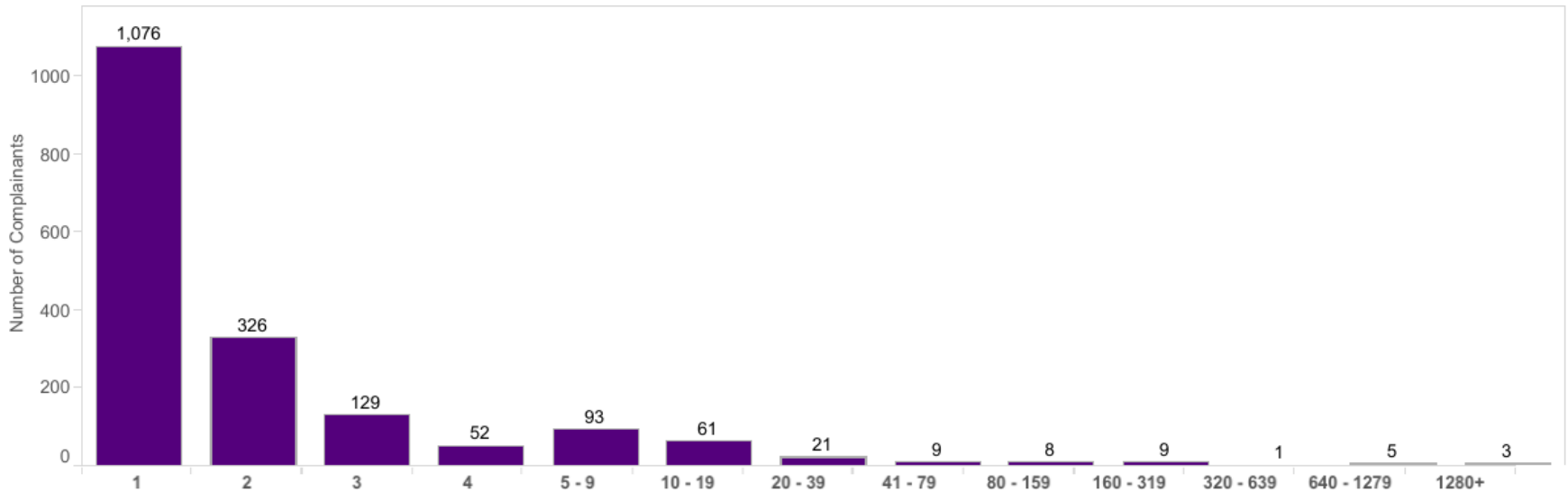
## Number of Complaints



# Distribution of Complaints

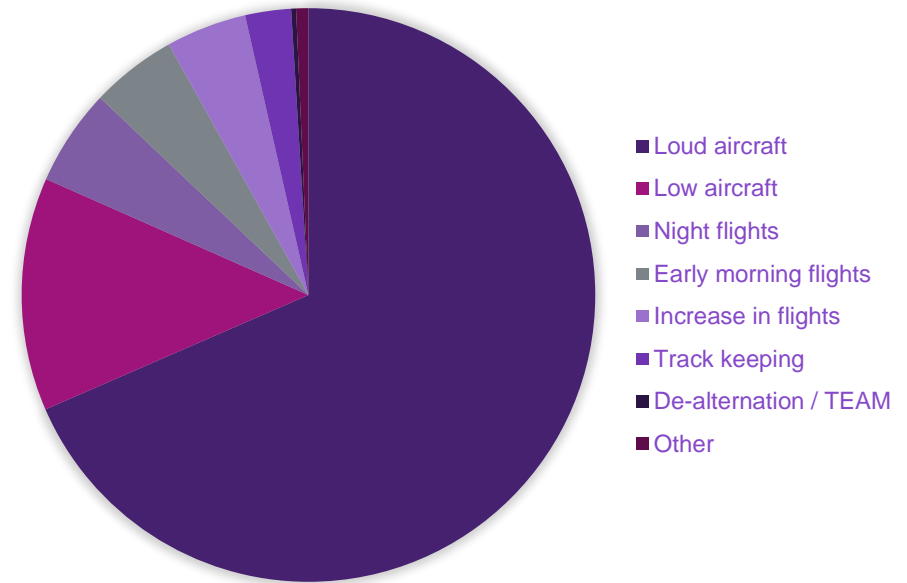
## How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 1,076 people complained once, that 129 people complained 3 times and that 3 people complained more than 1,280 times.



# Noise Complaints by Category

| Complaint Category    | Proportion |
|-----------------------|------------|
| Loud aircraft         | 68.5%      |
| Low aircraft          | 13.1%      |
| Night flights         | 5.4%       |
| Early morning flights | 4.8%       |
| Increase in flights   | 4.5%       |
| Track keeping         | 2.6%       |
| De-alternation / TEAM | 0.3%       |
| Other                 | 0.7%       |



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