



Heathrow Noise Complaints Report 2019 Q4

7 January 2020
Heathrow Community Relations

Heathrow

Complaints statistics

Overall statistics

655 people complained between October and December 2019, making over 16,000 complaints.

	Oct 2019	Nov 2019	Dec 2019	Total
No. of Complainants	371	322	233	655
No. of Complaints	5,685	5,159	5,871	16,715

Top 10 Complainants

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

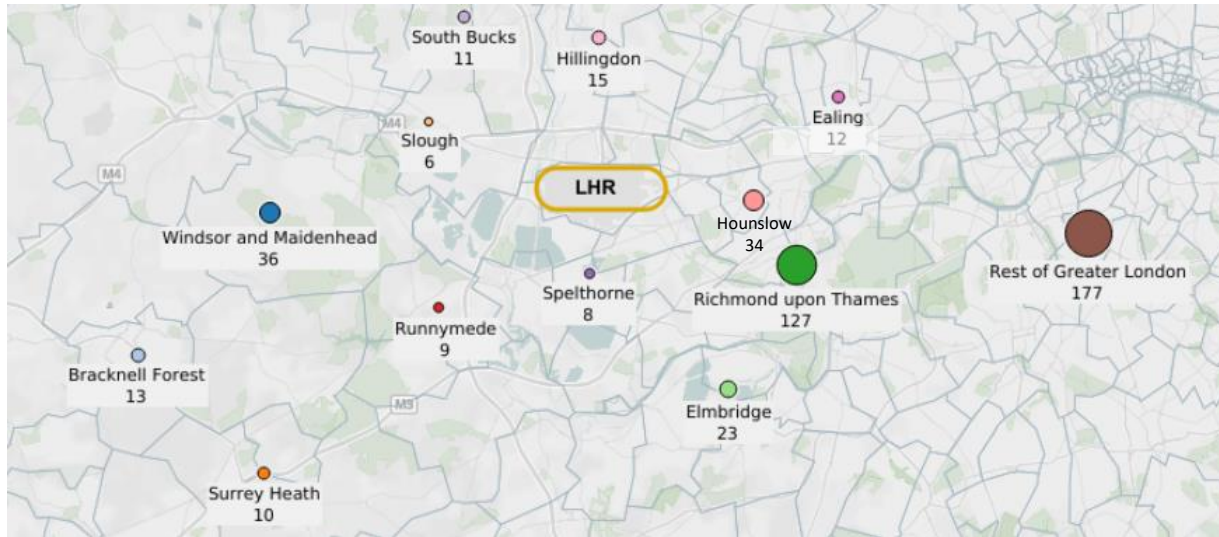
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
12,323	73.7%	1.5%

Complainants who complained less than 5 times

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

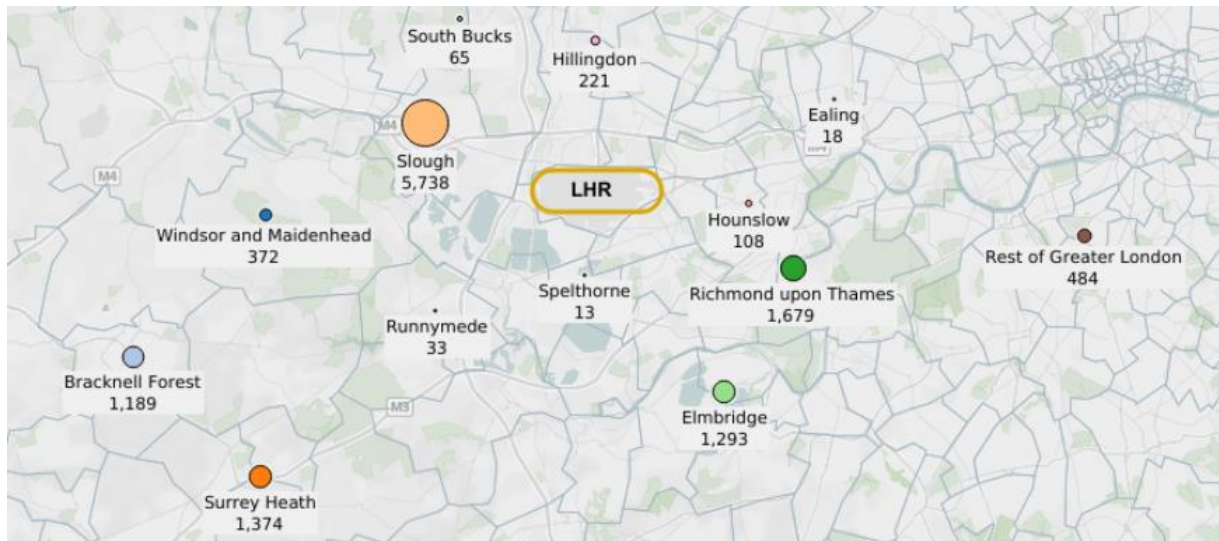
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
871	525	80.2%	5.2%

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.

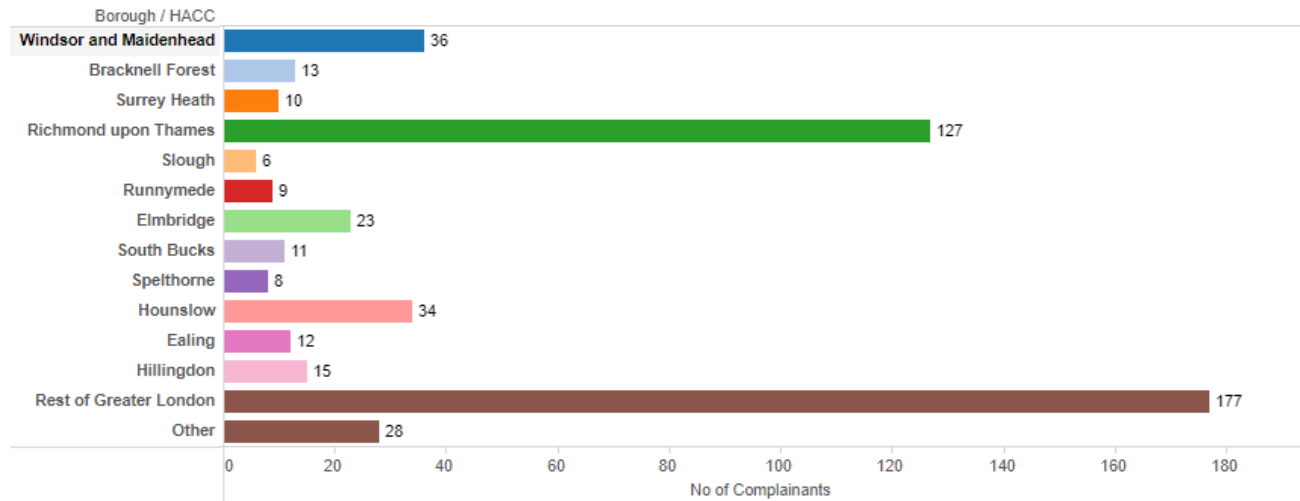


Map of Complaints

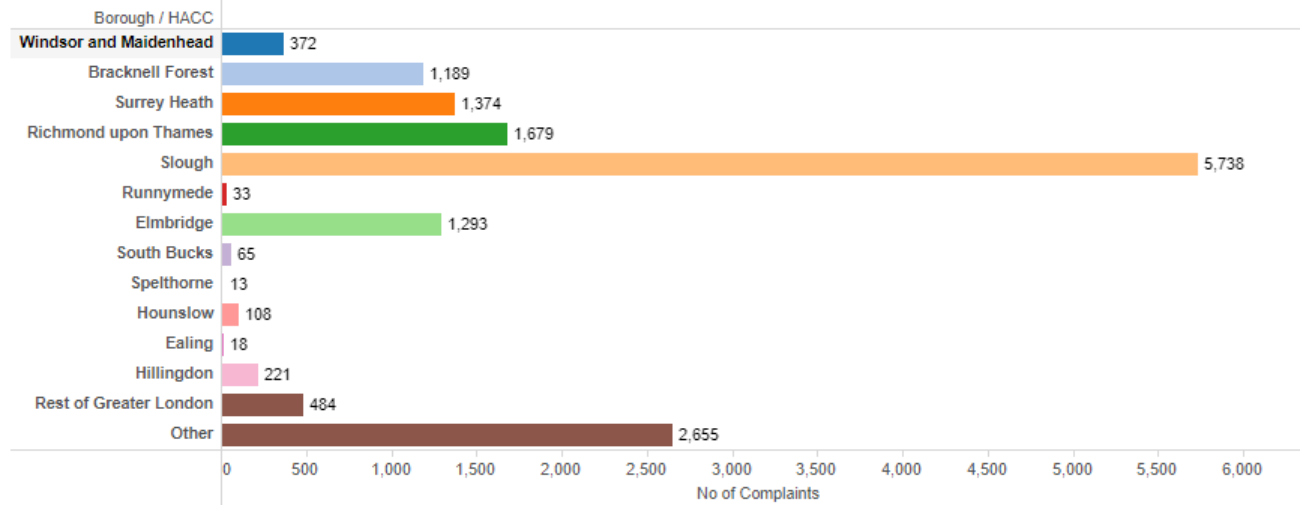
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



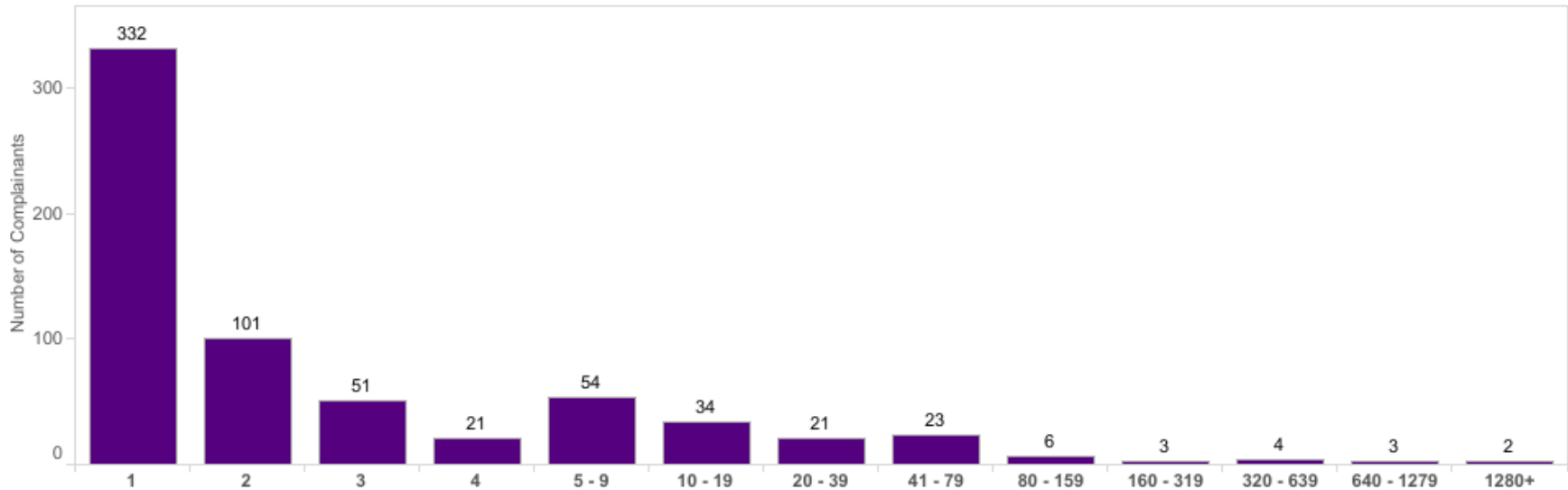
Number of Complaints



Distribution of Complaints

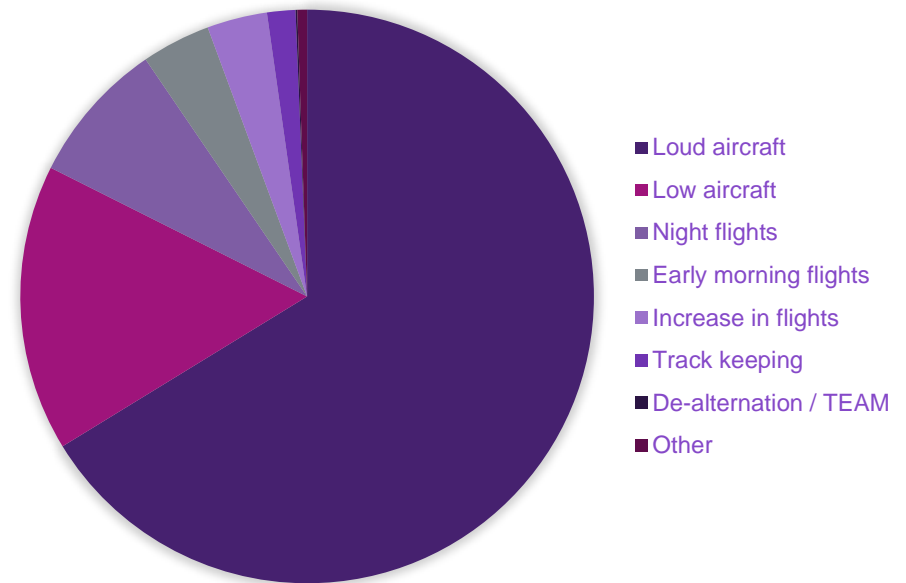
How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 332 people complained once, that 51 people complained 3 times and that 2 people complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	66.3%
Low aircraft	16.2%
Night flights	8.1%
Early morning flights	3.9%
Increase in flights	3.4%
Track keeping	1.6%
De-alternation / TEAM	0.1%
Other	0.5%



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