



# Heathrow Noise Complaints Report 2020 Q1

6 April 2020  
Heathrow Community Relations

**Heathrow**

# Complaints statistics

## Overall statistics

377 people complained between January and March 2020, making over 11,000 complaints.

	Jan 2020	Feb 2020	Mar 2020	Total
<b>No. of Complainants</b>	203	174	145	377
<b>No. of Complaints</b>	4,011	4,694	3,170	11,875

## Top 10 Complainants

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

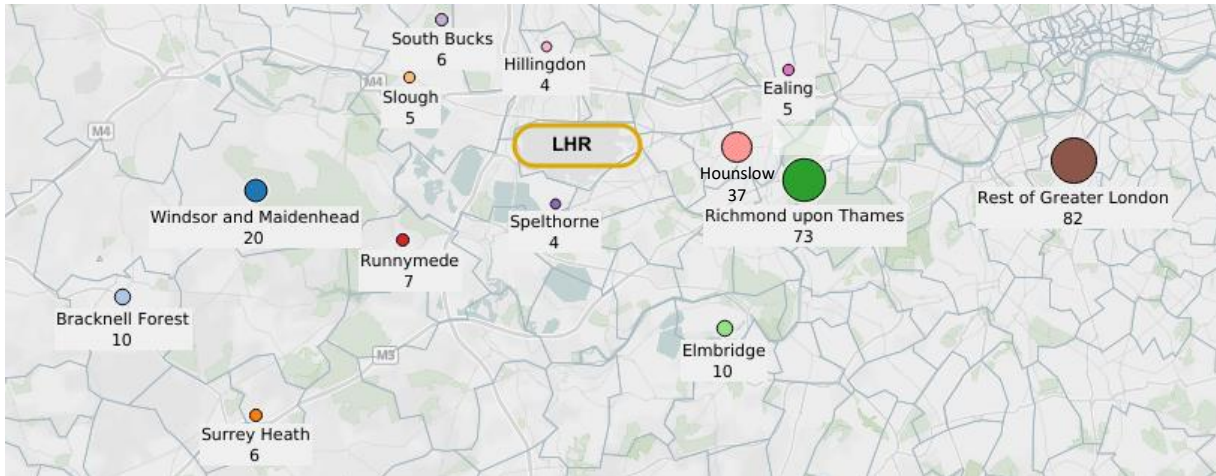
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
9,817	82.7%	2.7%

## 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
511	317	84.1%	4.3%

# 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.

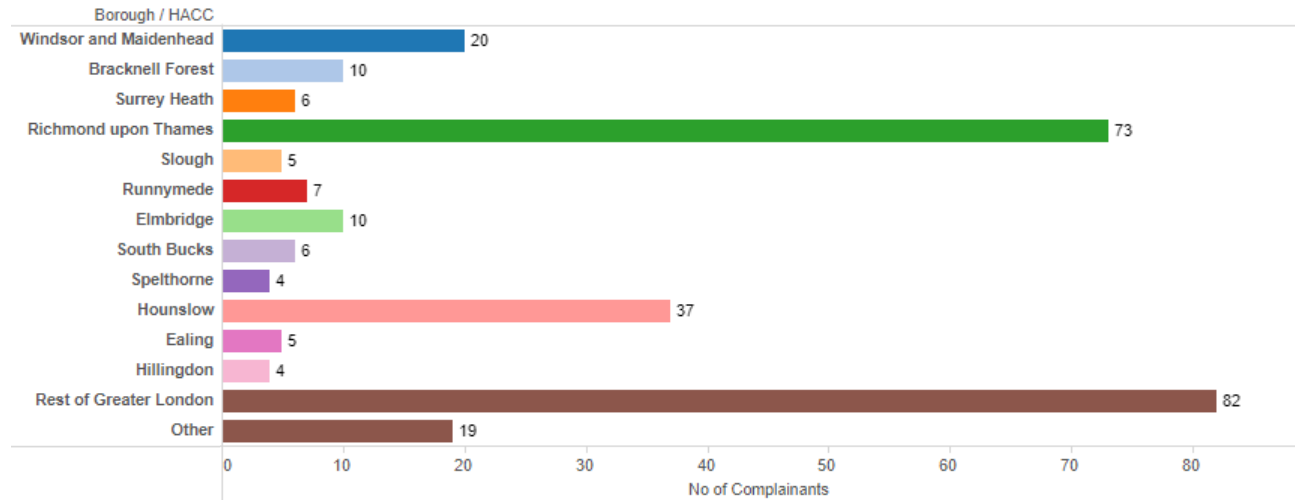


## Map of Complaints

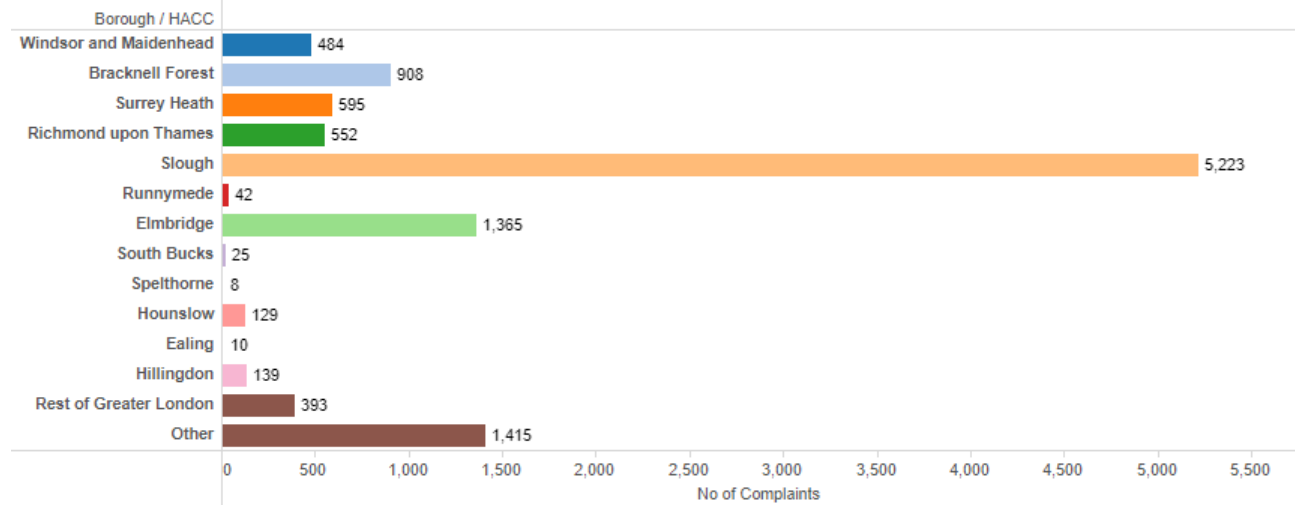
The size of bubble and numbers stated represent the total number of complaints from each Borough.

# Local Authority Statistics

## Number of Complainants



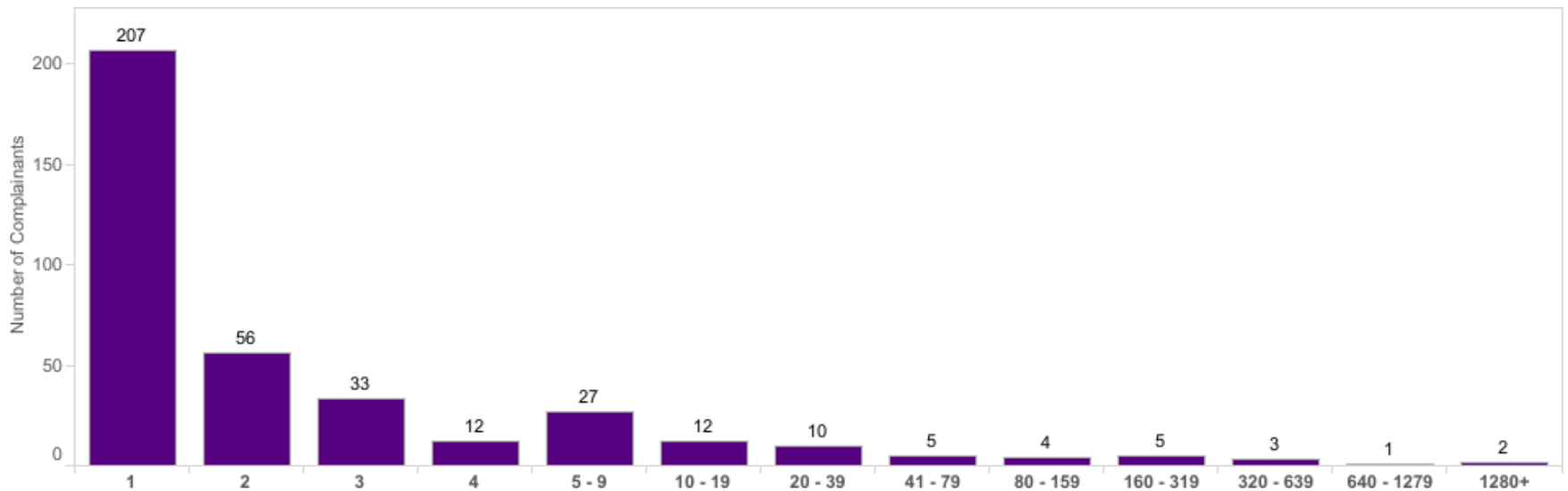
## Number of Complaints



# Distribution of Complaints

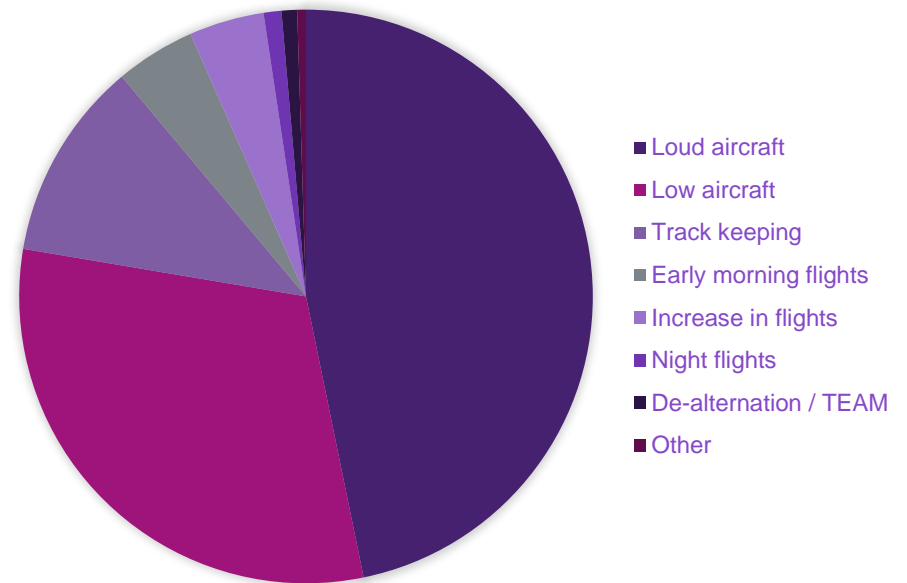
## How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 207 people complained once, that 33 people complained 3 times and that 2 people complained more than 1,280 times.



# Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	46.8%
Low aircraft	30.9%
Track keeping	11.2%
Early morning flights	4.5%
Increase in flights	4.2%
Night flights	1.0%
De-alternation / TEAM	0.9%
Other	0.5%



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