



Heathrow Noise Complaints Report 2020 Q2

Complaints statistics

Overall statistics

332 people complained between April and June 2020, making over 7,000 complaints.

	Apr 2020	May 2020	Jun 2020	Total
No. of Complainants	121	161	173	332
No. of Complaints	2,283	2,707	2,223	7,213

Top 10 Complainants

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

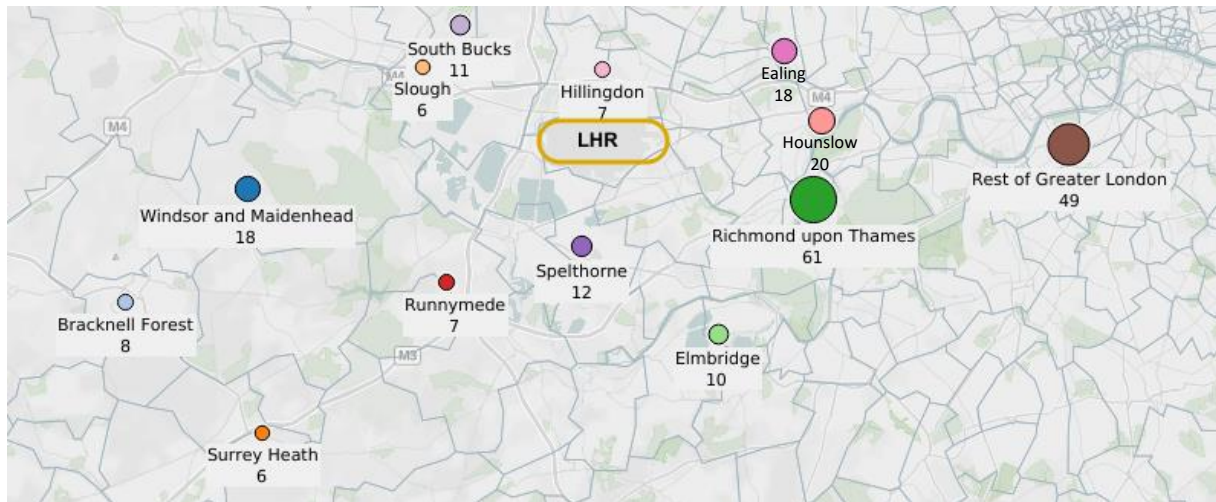
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
5,657	78.4%	3.0%

Complainants who complained less than 5 times

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

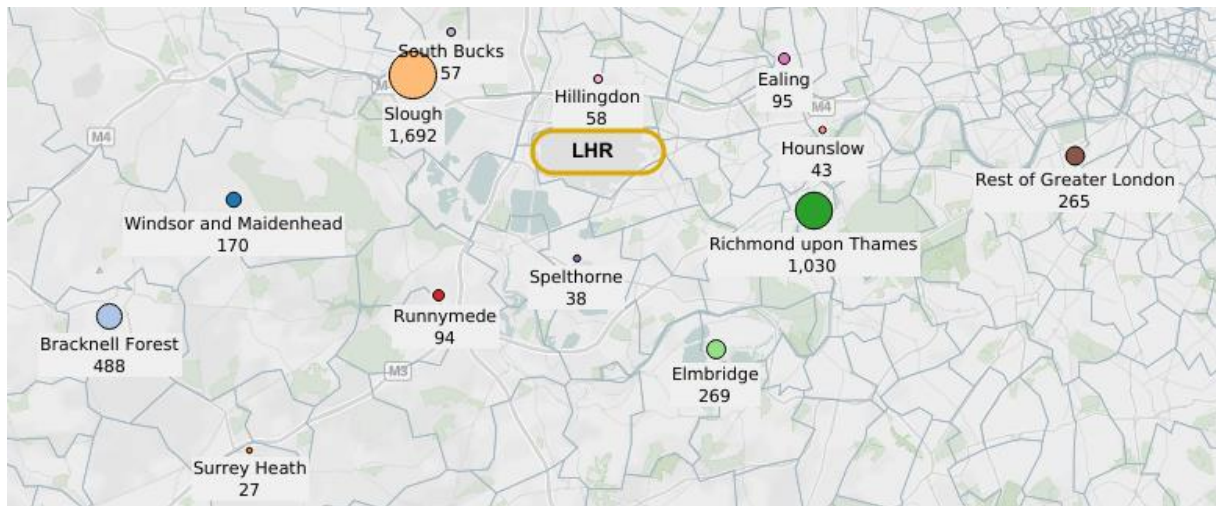
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
466	286	86.1%	6.5%

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.

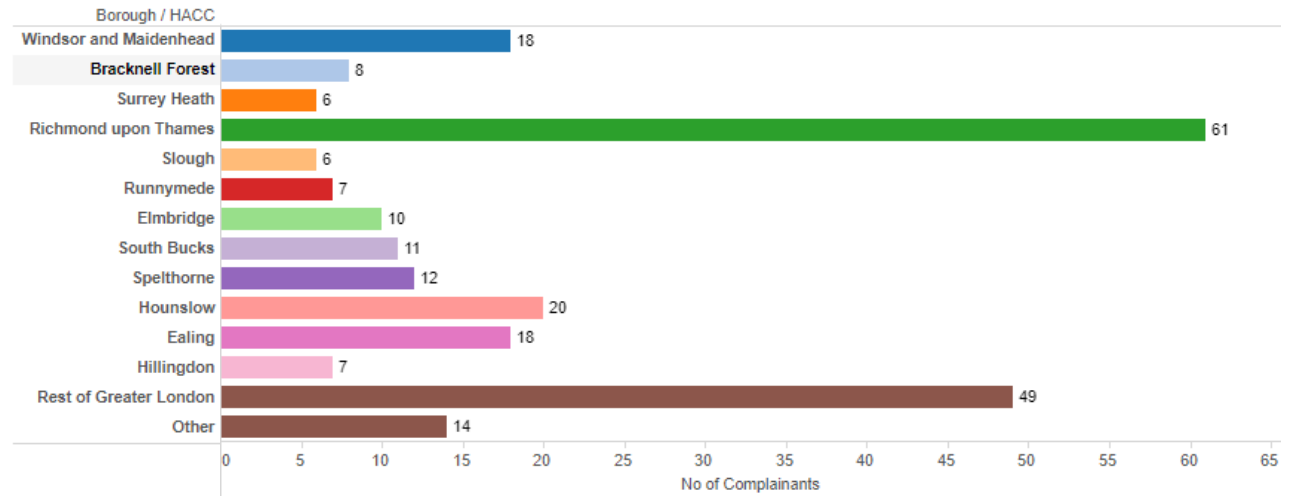


Map of Complaints

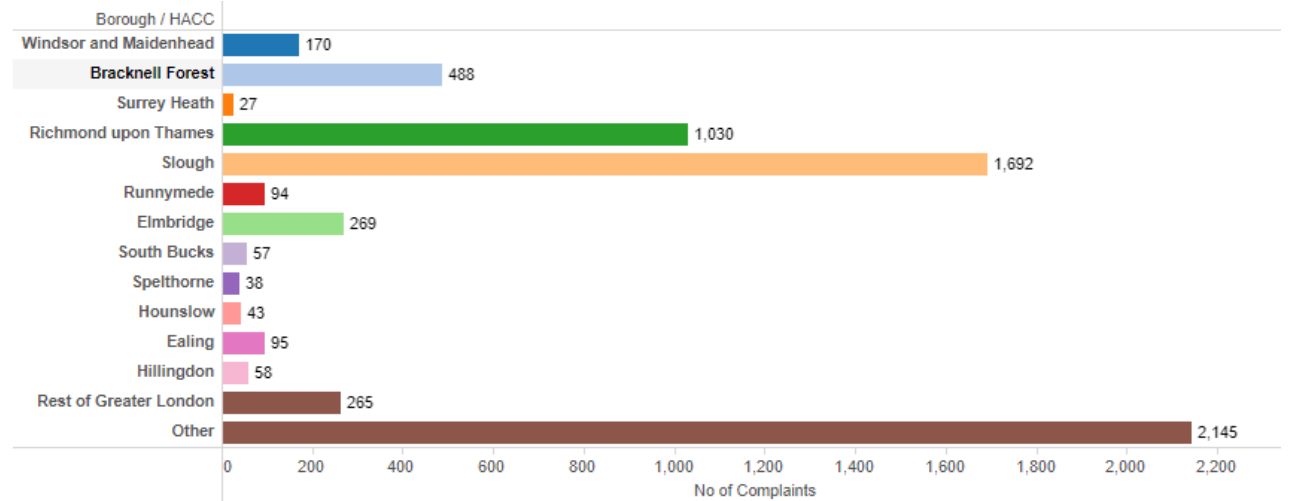
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



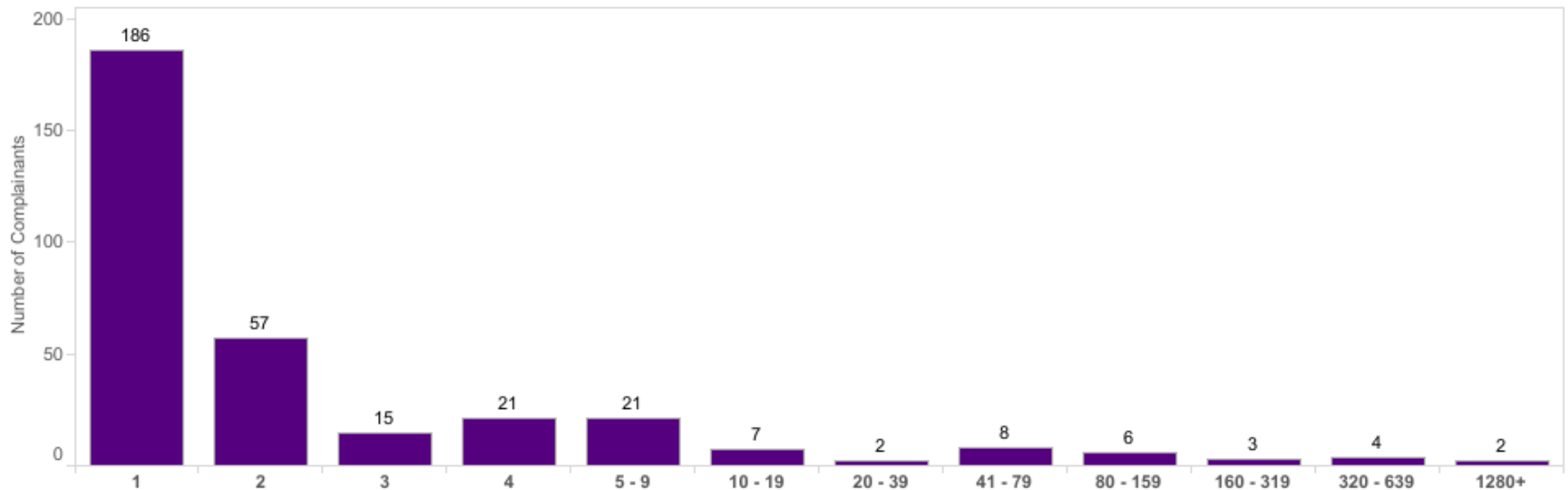
Number of Complaints



Distribution of Complaints

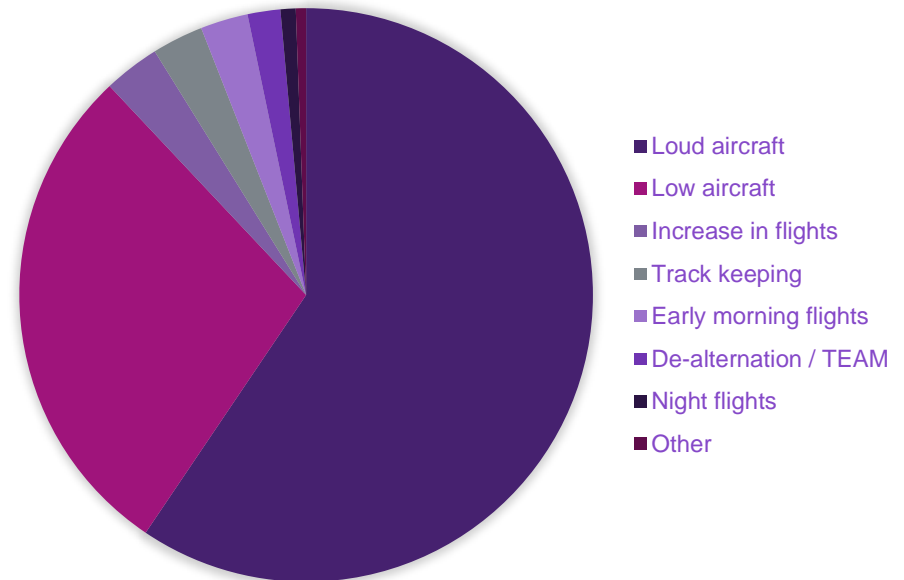
How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 186 people complained once, that 15 people complained 3 times and that 2 people complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	59.5%
Low aircraft	28.5%
Increase in flights	3.2%
Track keeping	2.9%
Early morning flights	2.7%
De-alternation / TEAM	1.8%
Night flights	0.9%
Other	0.6%



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