



# Heathrow Noise Complaints Report 2020 Q3

# Complaints statistics

## Overall statistics

378 people complained between July and September 2020, making over 10,000 complaints.

	Jul 2020	Aug 2020	Sep 2020	Total
<b>No. of Complainants</b>	139	214	148	378
<b>No. of Complaints</b>	2,435	5,302	3,182	10,919

## Top 10 Complainants

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

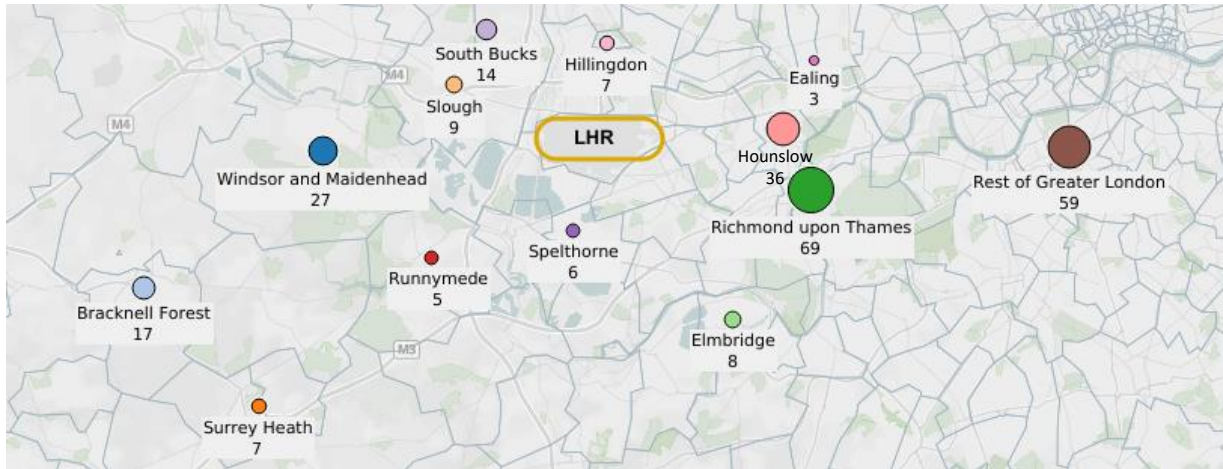
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
8,575	78.5%	2.6%

## Complainants who complained less than 5 times

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

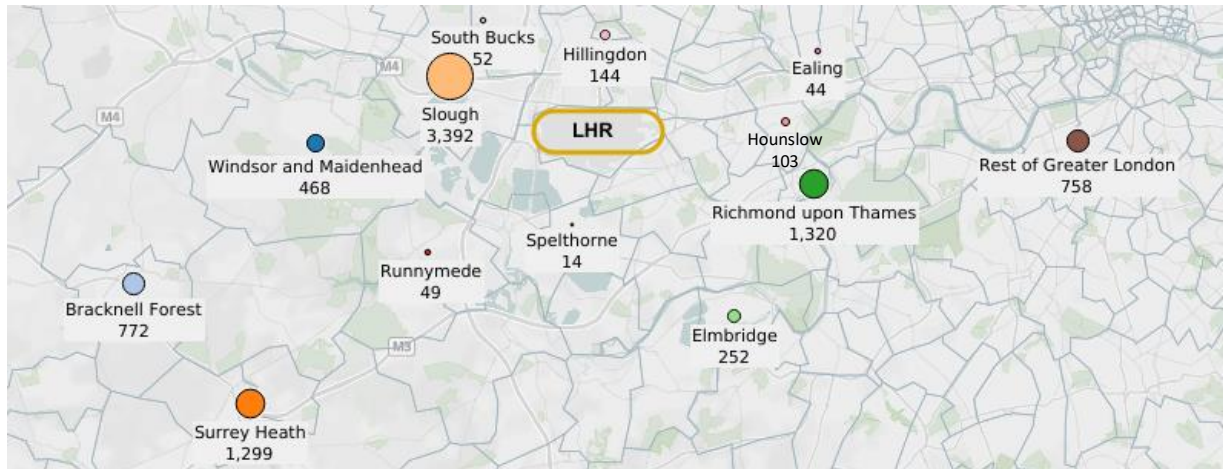
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
520	321	84.9%	4.8%

# 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.

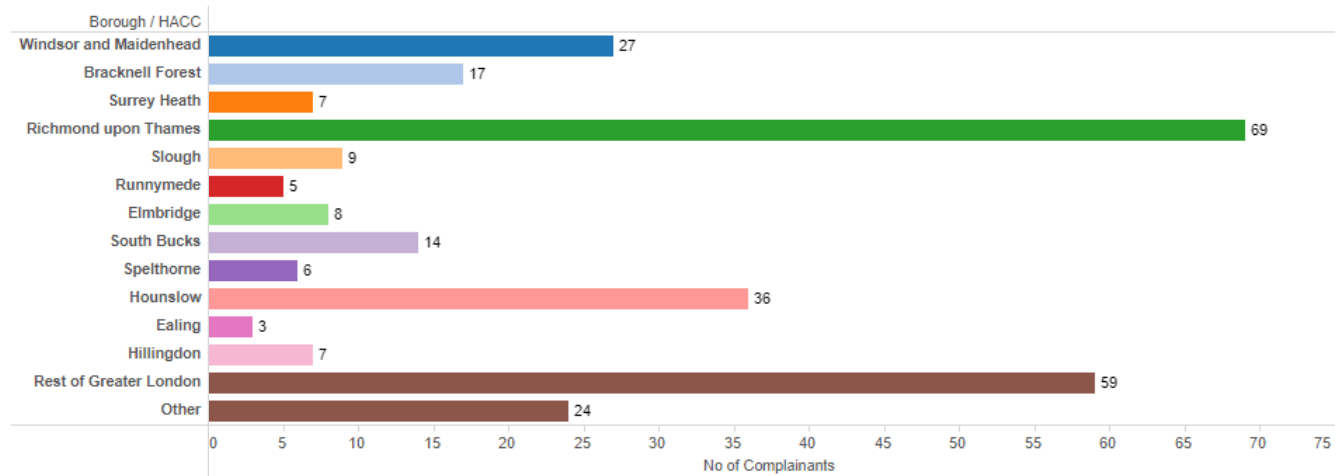


## Map of Complaints

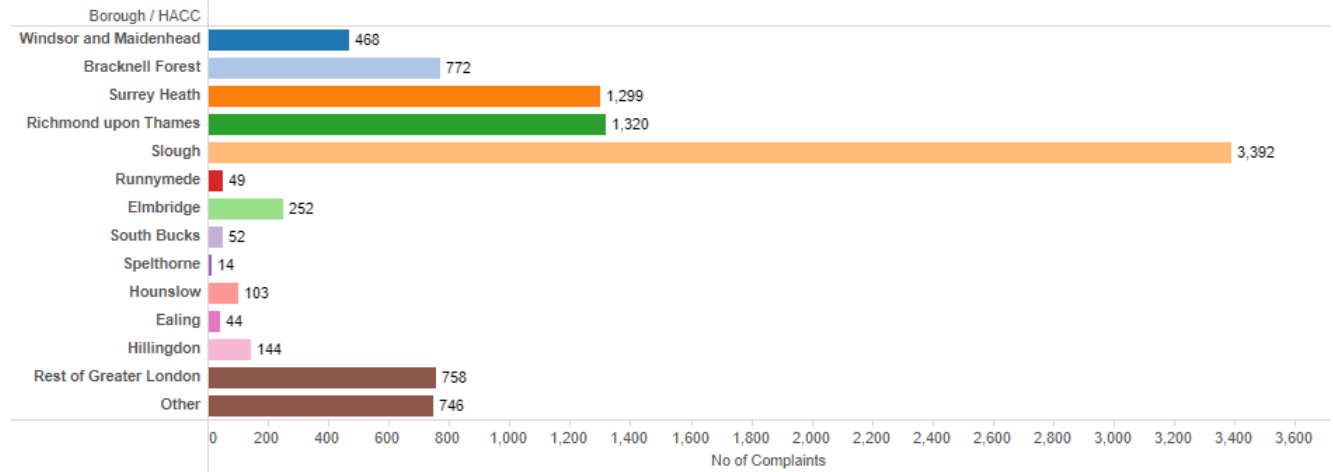
The size of bubble and numbers stated represent the total number of complaints from each Borough.

# Local Authority Statistics

## Number of Complainants



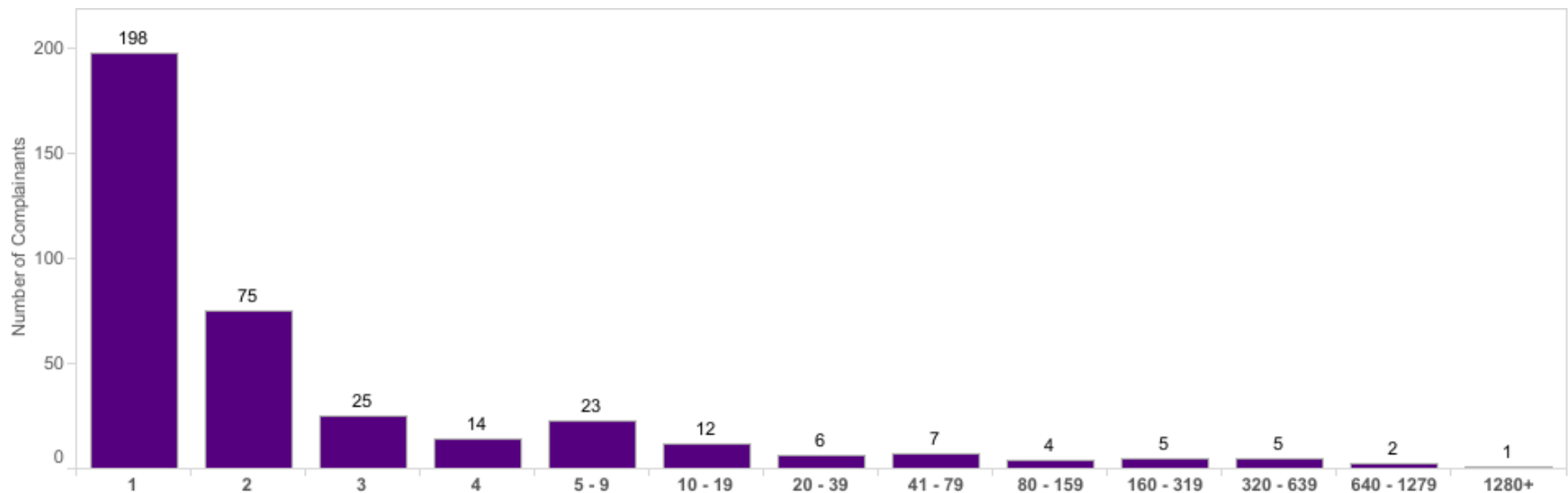
## Number of Complaints



# Distribution of Complaints

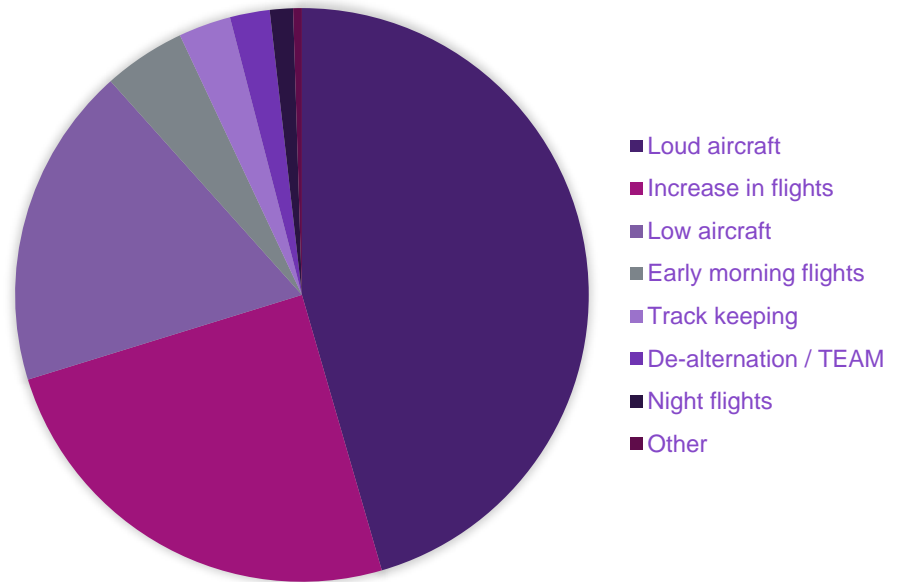
## How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 198 people complained once, that 25 people complained 3 times and that 1 person complained more than 1,280 times.



# Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	45.5%
Increase in flights	24.7%
Low aircraft	18.1%
Early morning flights	4.6%
Track keeping	3.0%
De-alternation / TEAM	2.2%
Night flights	1.3%
Other	0.5%



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