



Heathrow Noise Complaints Report 2021 Q1

Complaint statistics

Overall statistics

196 people complained between January and March 2021, making over 7,000 complaints.

	Jan 2021	Feb 2021	Mar 2021	Total
No. of Complainants	97	94	98	196
No. of Complaints	2,602	2,279	2,245	7,126

Top 10 Complainants

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

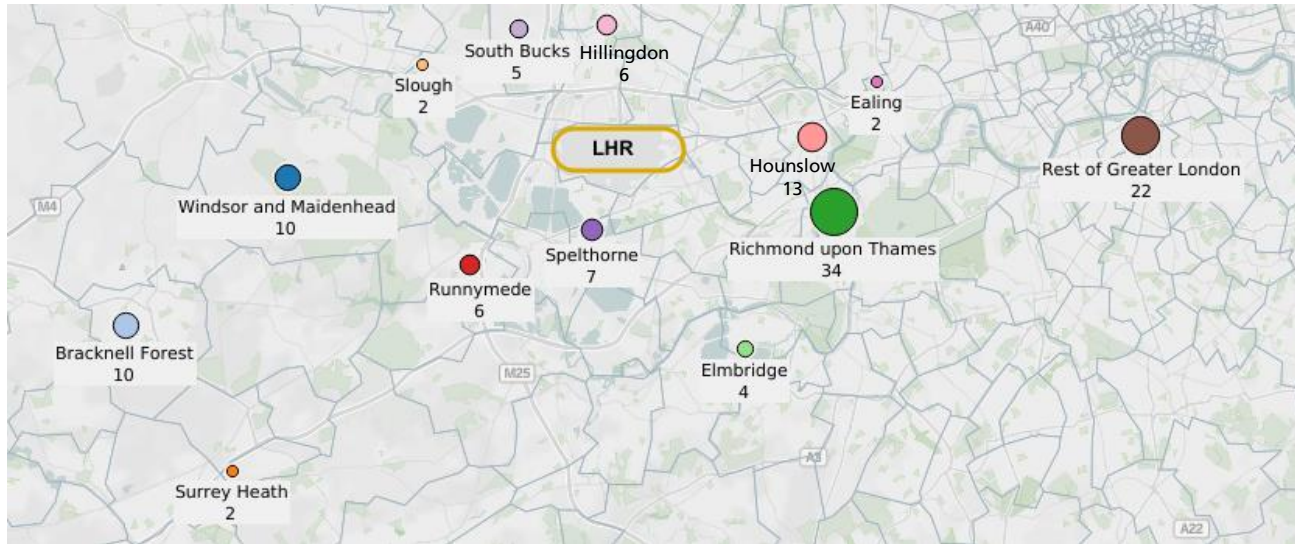
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
6,083	85.4%	5.1%

Complainants who complained less than 5 times

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

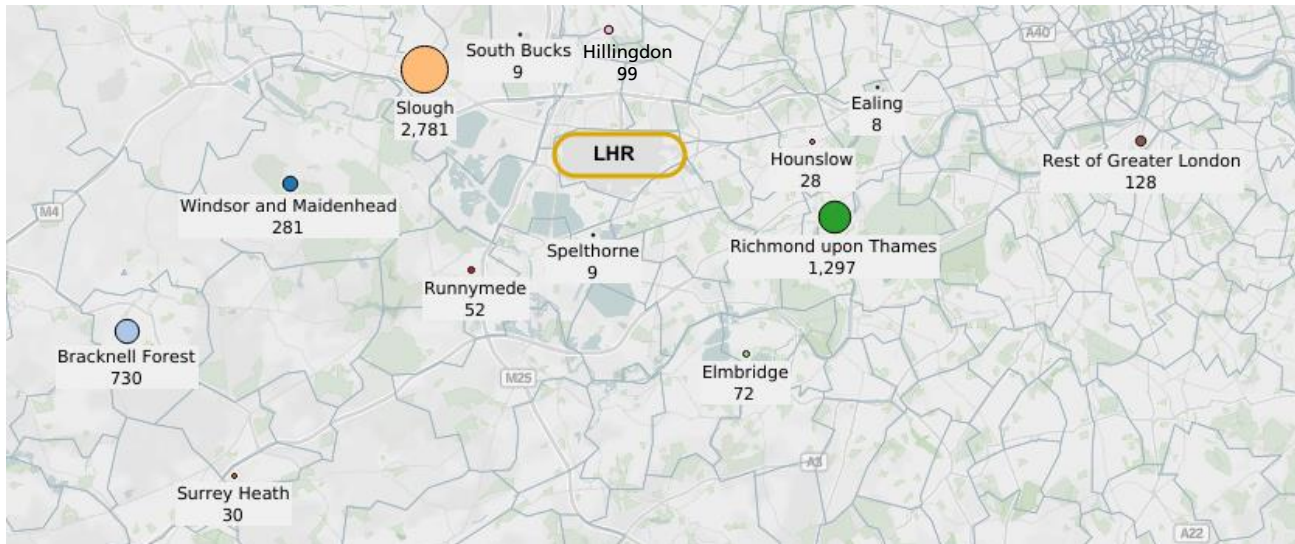
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
271	159	81.1%	3.8%

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.

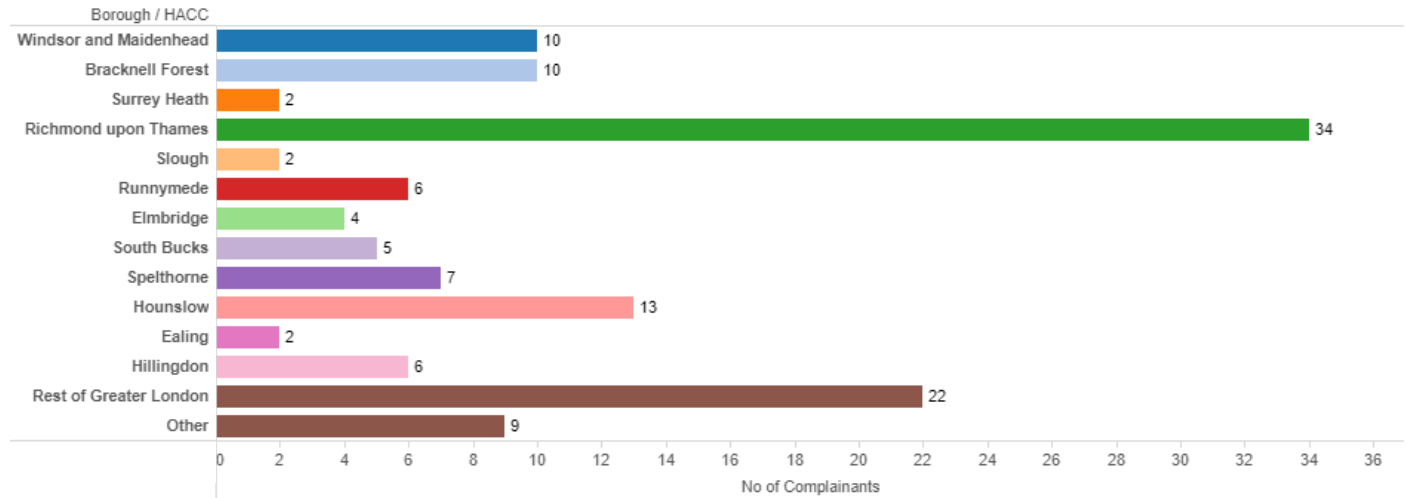


Map of Complaints

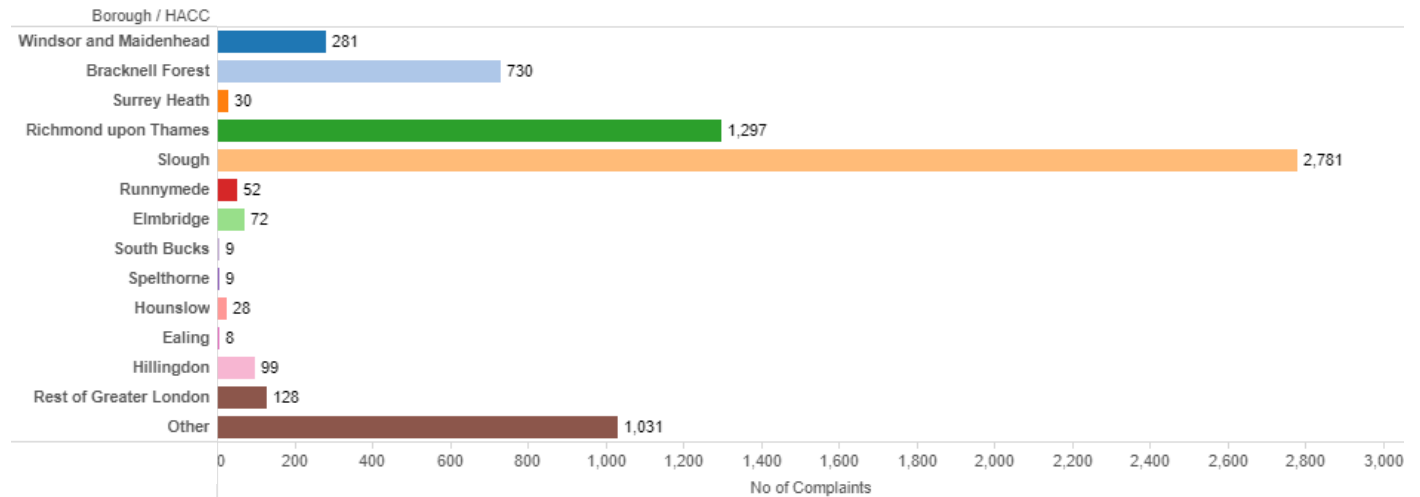
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



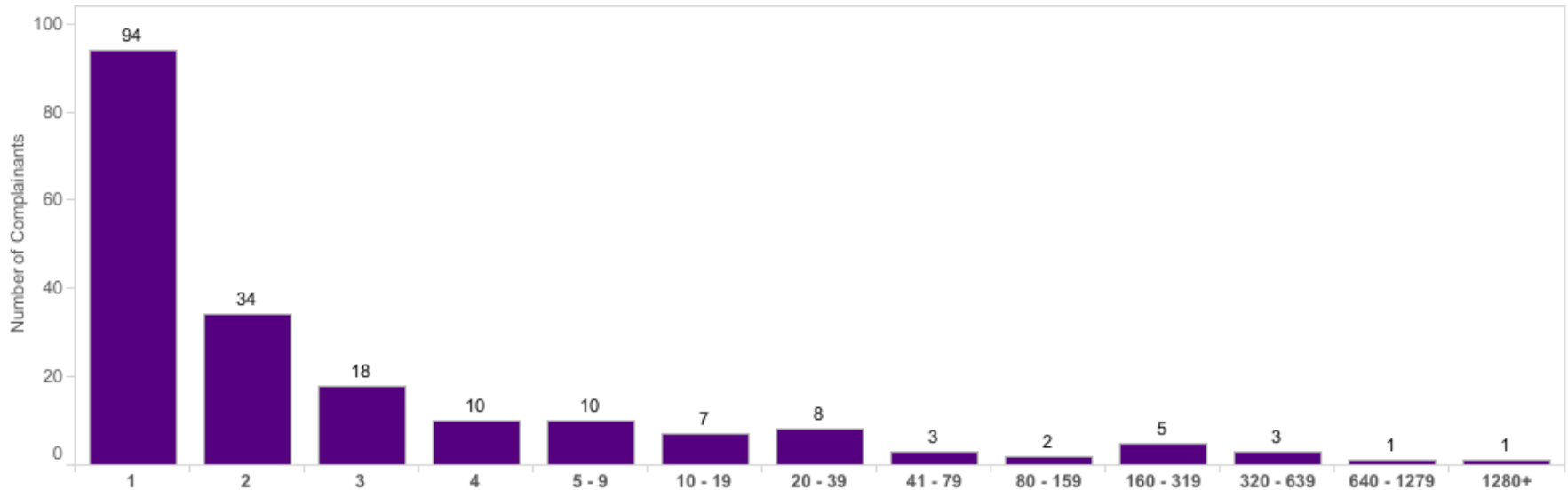
Number of Complaints



Distribution of Complaints

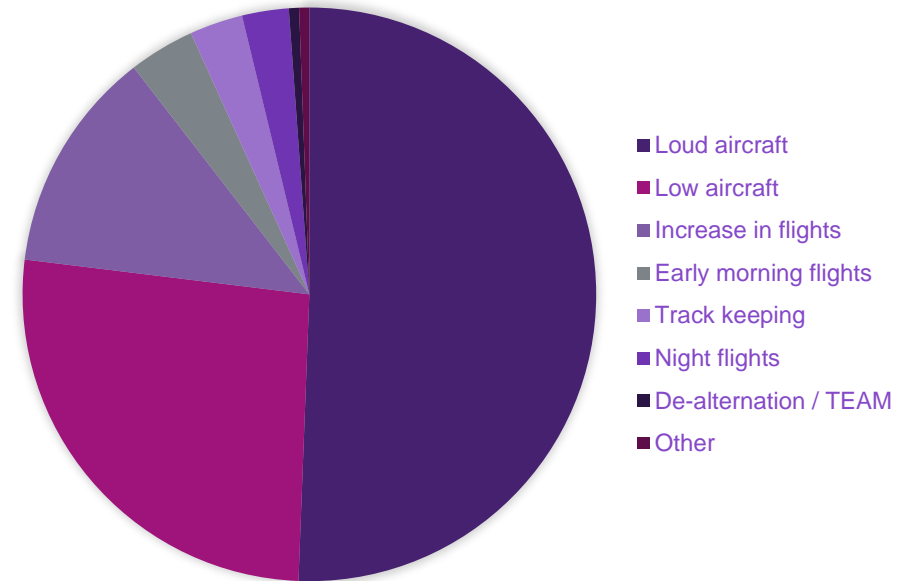
How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 94 people complained once, that 18 people complained 3 times and that 1 person complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	50.6%
Low aircraft	26.3%
Increase in flights	12.6%
Early morning flights	3.7%
Track keeping	3.0%
Night flights	2.6%
De-alternation / TEAM	0.6%
Other	0.6%



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