



Heathrow Noise Complaints Report 2021 Q2

Complaint statistics

Overall statistics

295 people complained between April and June 2021, making over 7,000 complaints.

	Apr 2021	May 2021	Jun 2021	Total
No. of Complainants	101	111	186	295
No. of Complaints	2,380	2,388	3,200	7,968

Top 10 complainants

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

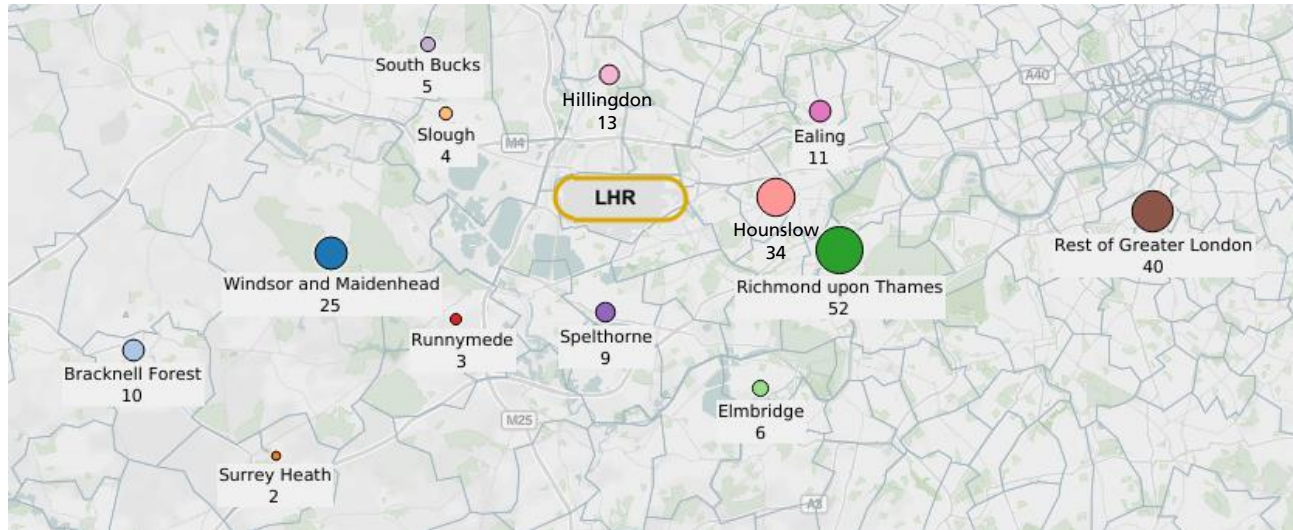
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
6,521	81.8%	3.4%

Complainants who complained less than 5 times

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

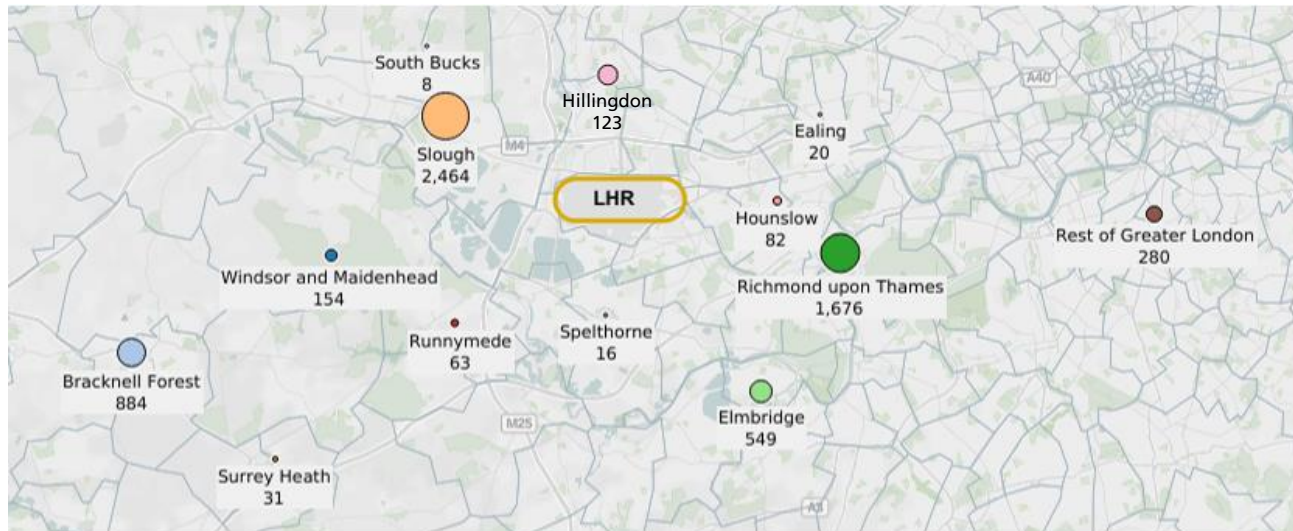
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
413	249	84.4%	5.2%

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.

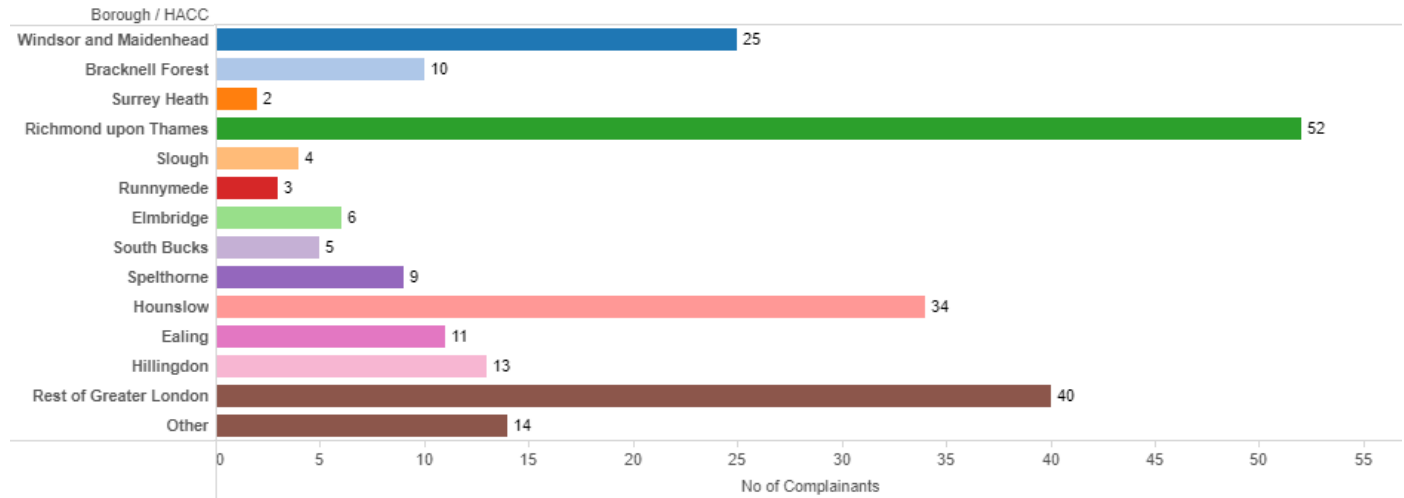


Map of Complaints

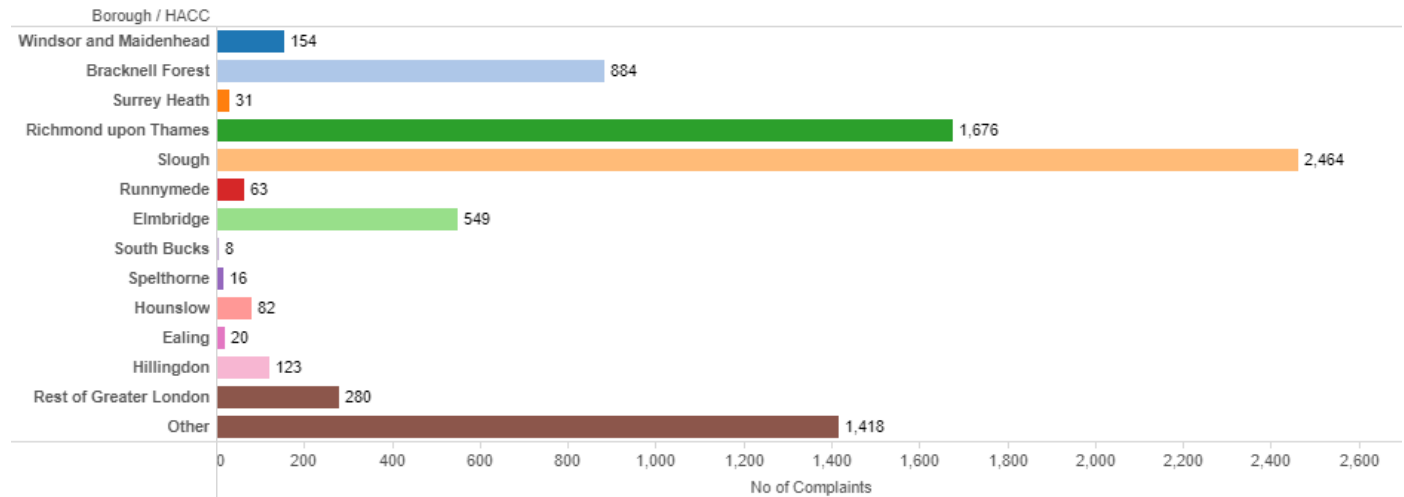
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



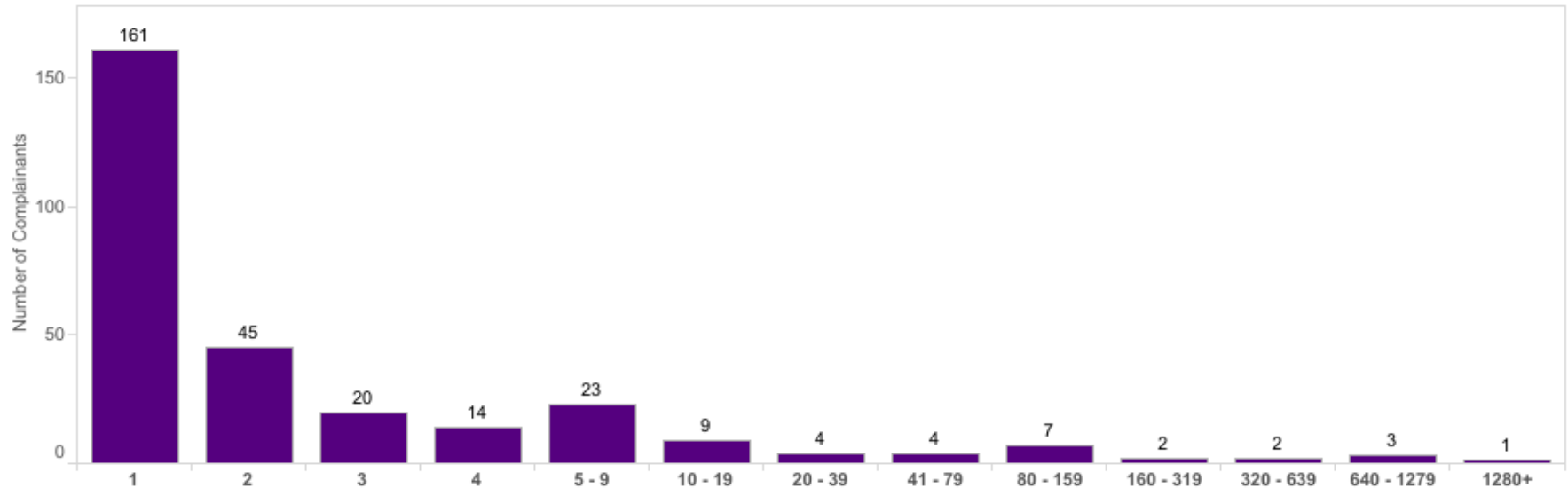
Number of Complaints



Distribution of Complaints

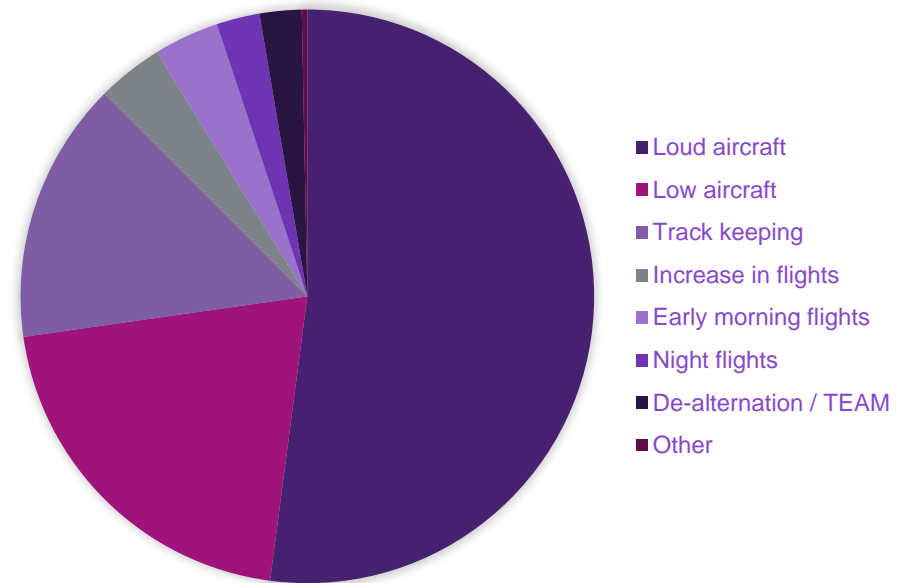
How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 161 people complained once, that 20 people complained 3 times and that 1 person complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	52.1%
Low aircraft	20.7%
Track keeping	14.8%
Increase in flights	3.7%
Early morning flights	3.7%
Night flights	2.4%
De-alternation / TEAM	2.4%
Other	0.3%



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