

An aerial photograph of Heathrow Airport at dusk. The terminal buildings are illuminated from within, and the sky is a mix of orange, pink, and blue. In the foreground, there are various airport buildings, a tall navigation aid tower, and a large aircraft on the tarmac. The overall scene is a busy airport environment during the twilight hours.

Heathrow Noise Complaints 2023 Q1

Complaint Statistics

Overall statistics

250 people contacted us between January and March 2023, making over 12,000 complaints.

	Jan	Feb	Mar	Total
No. of Complainants	119	114	120	250
No. of Complaints	4,077	4,036	4,541	12,654

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
11,618	91.8%	4.0%

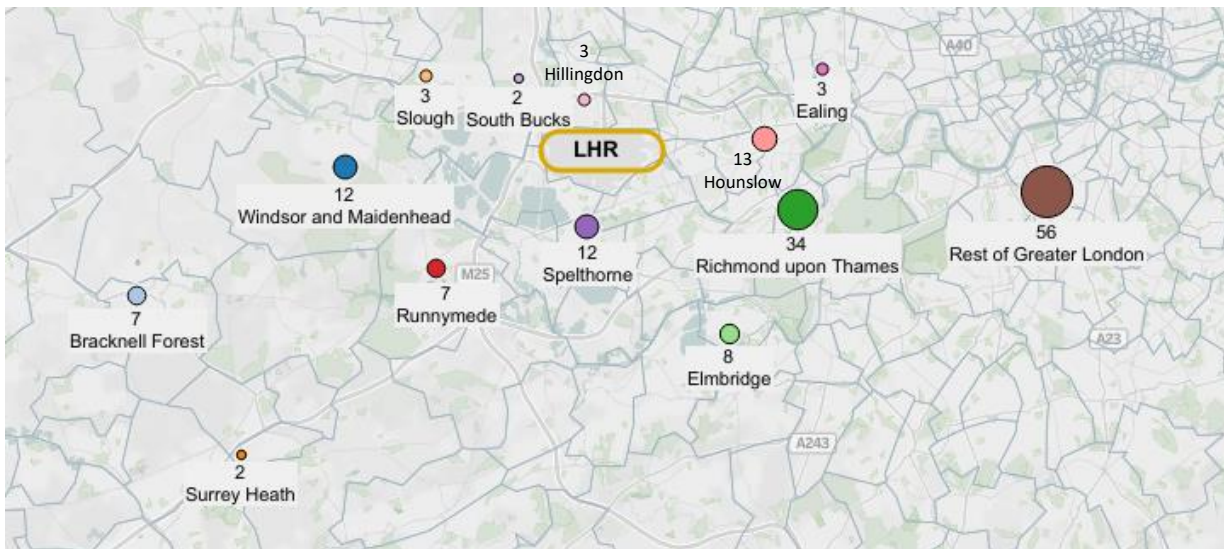
Complainants who complained less than 5 times

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
331	210	84.0%	2.6%

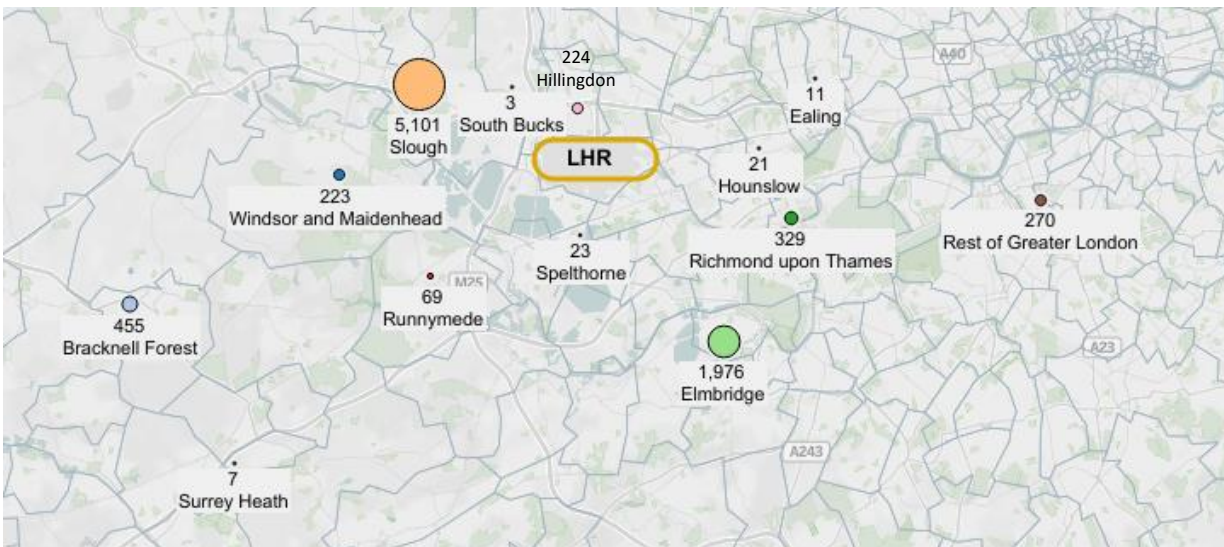
Complaints by Local Authority

Map of Complainants



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

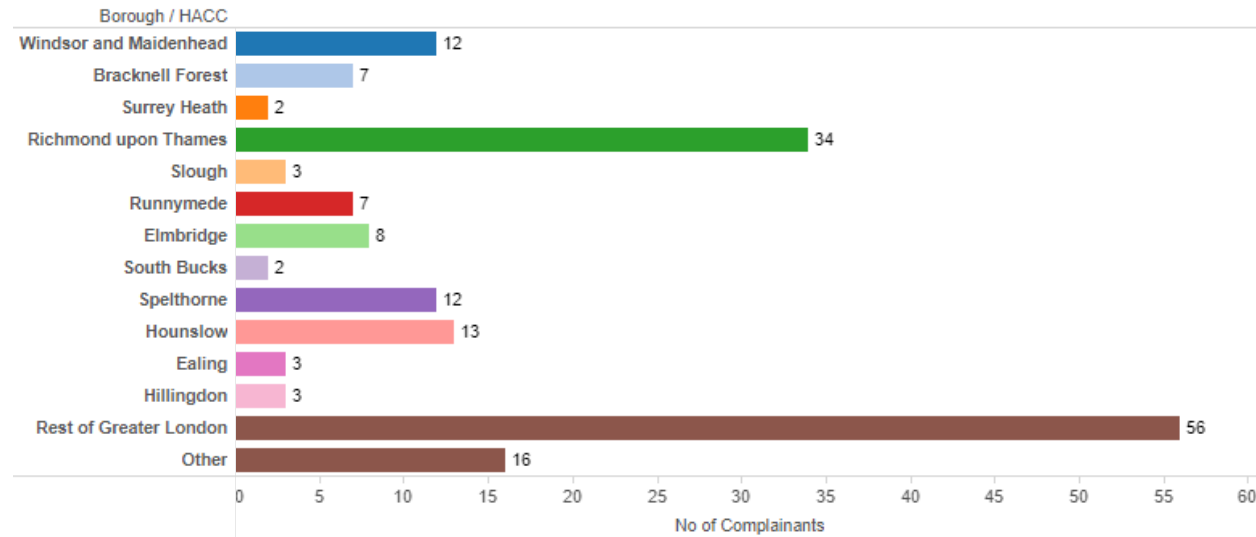
Map of Complaints



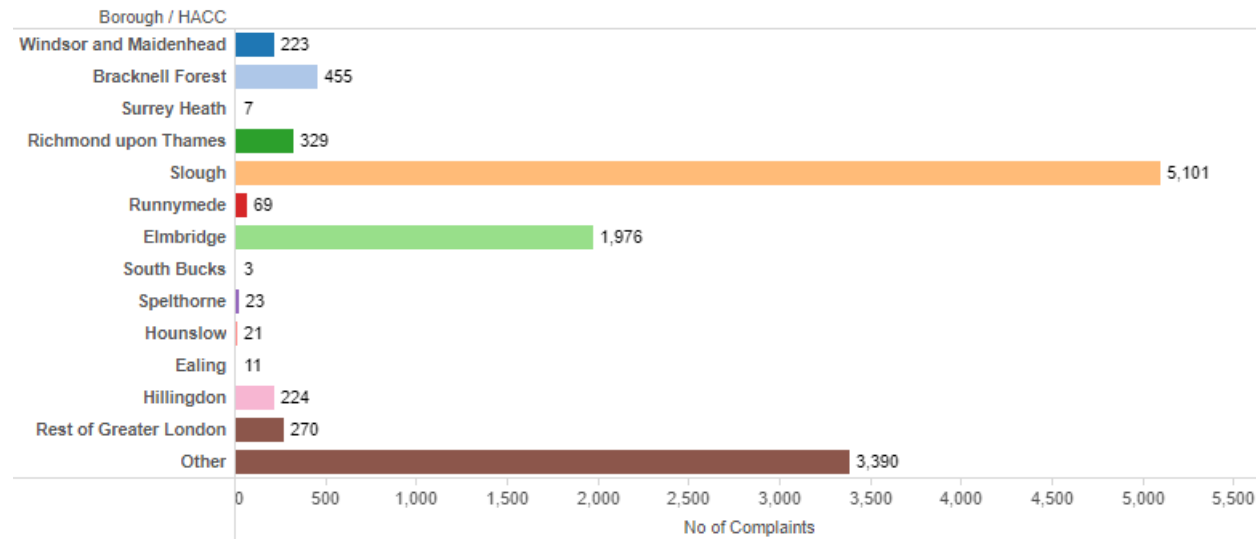
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



Number of Complaints

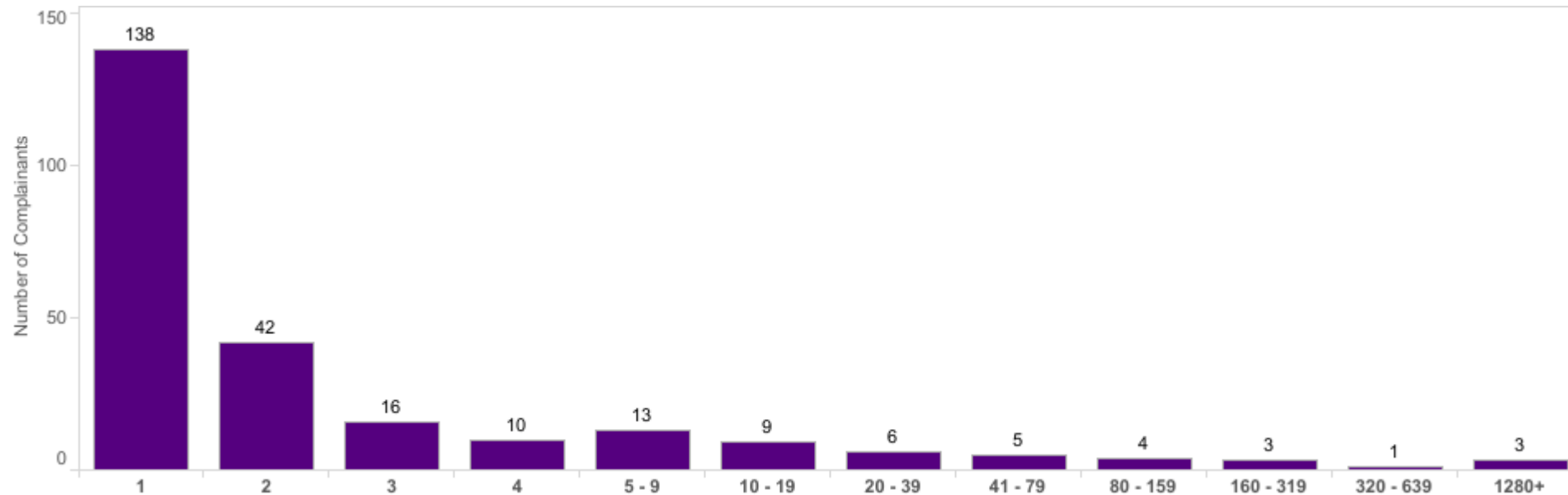


Distribution of Complaints

How many times complainants contacted us

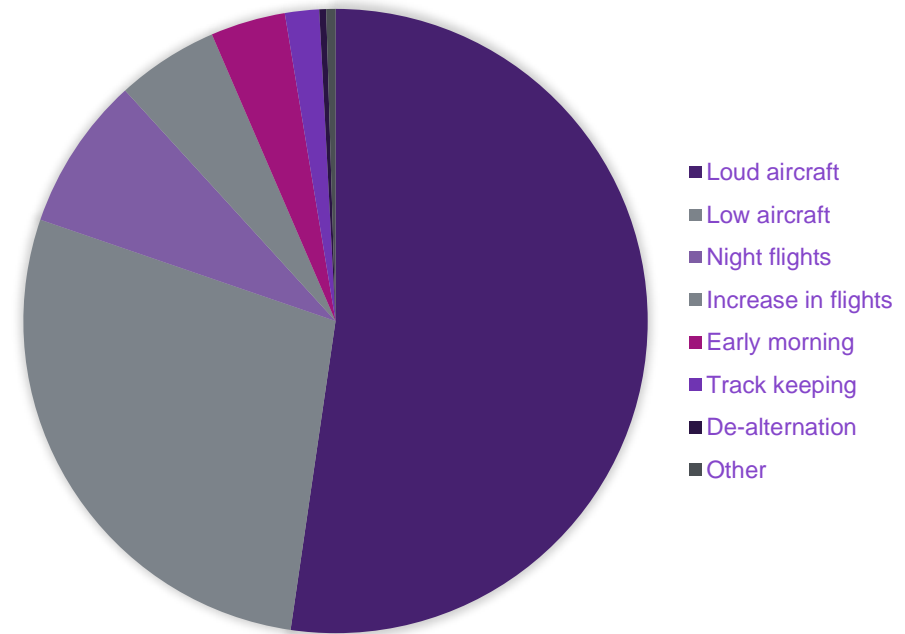
The histogram below plots how many people against how many times they contacted Heathrow this quarter.

For example, it shows that 138 people complained once, that 16 people complained 3 times and that 3 people complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	56.4%
Low aircraft	30.0%
Increase in flights	6.6%
Early morning flights	3.3%
Night flights	2.0%
Track keeping	1.3%
De-alternation / TEAM	0.2%
Other	0.3%



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