

## **POLICY ON HANDLING AIRCRAFT NOISE COMPLAINTS**

### **Receiving complaints**

Aircraft noise complaints can be made to Heathrow via our online form at [www.heathrow.com/noise](http://www.heathrow.com/noise), by email to [noise@heathrow.com](mailto:noise@heathrow.com) or by calling 0800 344844. Heathrow will record all complaints received and we aim to respond to all complaints within 5 working days (providing that the necessary contact details are provided).

If further investigation is required, we will acknowledge the complaint within this timeframe and inform the complainant when we expect to be able to fully respond to their enquiry. We can only provide information on aircraft that operate from Heathrow Airport.

### **Provision of information**

We aim to provide a full and comprehensive information service. We will provide as much detail as is reasonably practical, with consideration to the number of enquiries we receive and the extent to which it will help to enhance the complainant's understanding. Each request for information will be considered on its merits. Whilst wishing to be as helpful as possible, we have to consider the resources available to us, to ensure that all callers are treated equitably.

The information and data available to us is generally of a technical nature and often requires detailed explanation to ensure it cannot be subject to misinterpretation or misunderstanding. The provision of extensive data in individual cases can have resource implications for Heathrow. Consequently, we will not undertake extensive data gathering exercises in individual cases.

### **General enquiries**

Typically, we offer to supply information which explains the relevant procedures and includes maps showing typical days tracks which relate to the complainant's postcode area. Information is also available on Heathrow's noise website including access to our WebTrak service. This shows the tracks for aircraft operating in and out of Heathrow Airport, and includes information such as flight number and height of the aircraft.

### **Specific enquiries**

If requested, initially we will supply details of particular flights such as airline, flight number and height. However, one of the prime considerations is the number of flights for which detailed information is requested. If we feel the information requested or other information that we have will add to a complainant's understanding of the situation we are always prepared to help if we can.

### **Complaint reference numbers**

All complaints made by email or through our online webform will be recorded and a complaint reference number will be sent automatically via email. All complaints by phone, voicemail or letter will be recorded and a complaint reference number will be provided on request.

Where complaints are made about multiple aircraft events within one email or webform, only one complaint will be recorded. Complaints about separate aircraft events should be made using separate emails or webforms if residents wish these to be recorded as multiple complaints.

## Regular callers

Where we have explained the policies and noise measures which affect the complainant's postcode area and have previously supplied sufficient amounts of data to the extent that we are unable to further enhance understanding, we will notify the complainant of our intention to continue to record their complaints and provide complaint reference numbers but will not provide any further explanation or information to them, unless relevant. Where this is the case, we will inform the complainant of our intention to do this and outline previous correspondence supplied to them.

## Visits

If we consider it would be beneficial for a caller to gain a better understanding of their specific concerns, we will offer an invitation to visit the Airport to better understand the work of the Community Relations and Flight Performance teams first-hand. Residents are welcome to request a visit.

## Use of complaint data

Heathrow Airport is committed to protecting your personal information when you use Heathrow services. Whenever you provide such information, we are legally obliged to use it in line with all applicable laws. For details including an explanation of your rights please see our [Privacy Notice](#).

All complaints made to the Community Relations team are reported on the [Operational Data](#) pages of our website and to the Council for the Independent Scrutiny of Heathrow Airport (CISHA).

At Heathrow, policy for issues such as noise levels and flight paths are set by the Department for Transport. However, it is our responsibility - working with airlines, NATS and the Government - to manage and mitigate the effects of aircraft noise at Heathrow.

Complaints are monitored for trends which are used to inform our priorities for noise management purposes. However, changes to flight paths and policies are not made purely on the basis the numbers of complaints received from a particular area.

Heathrow continuously monitors noise abatement procedures (for example aircraft track keeping and Continuous Descent Approach) as part of our on-going commitment to effectively manage the noise climate around the airport. Where there appears to be something unusual occurring, or a trend emerging, we will investigate regardless of the number of complaints we receive.

Heathrow is required to produce a Noise Action Plan every 5 years. This document sets out how Heathrow plans to manage and where possible reduce the impact of aircraft noise. A copy of the most recent Noise Action Plan can be found at [www.heathrow.com/noise](http://www.heathrow.com/noise) or by calling 0800 344 844.

## Abusive complaints

Heathrow will not respond to any complaints made that are of an abusive or threatening nature. Where we deem it necessary, such complaints will be handed to the police for their investigation.

## **Useful contact numbers and further information**

Further information on aircraft noise can be found on the Heathrow website  
[www.heathrow.com/noise](http://www.heathrow.com/noise)

**Council for the Independent Scrutiny of Heathrow Airport (CISHA)**  
[www.cisha.org](http://www.cisha.org)

**Department for Transport**  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR  
[www.gov.uk/dft](http://www.gov.uk/dft)  
Tel: 0300 330 3000

**Civil Aviation Authority**  
CAA House  
45-59 Kingsway  
London WC2B 6TE  
[www.caa.co.uk](http://www.caa.co.uk)