

Overall Complaints Statistics

2,128 people complained between July and September 2016, making over 25,000 complaints.

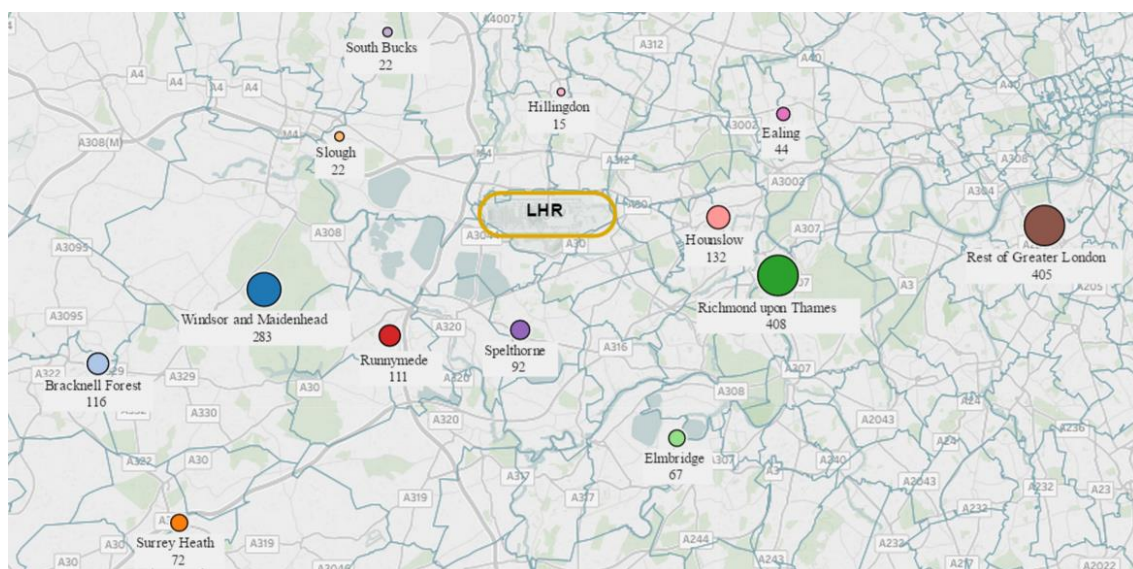
Overall Statistics

	Jul 16	Aug 16	Sep 16	Total
No of People	880	1,153	797	2,128
No of Complaints	8,329	9,513	7,358	25,200

Complaints by Local Authority (HACC Boroughs)

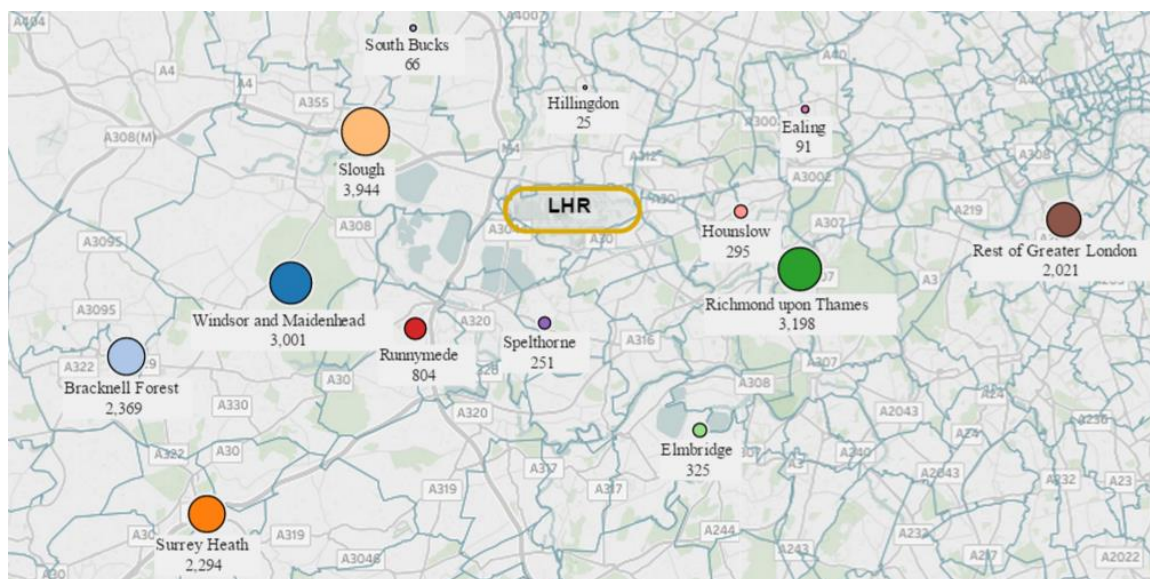
Map of Complainants

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



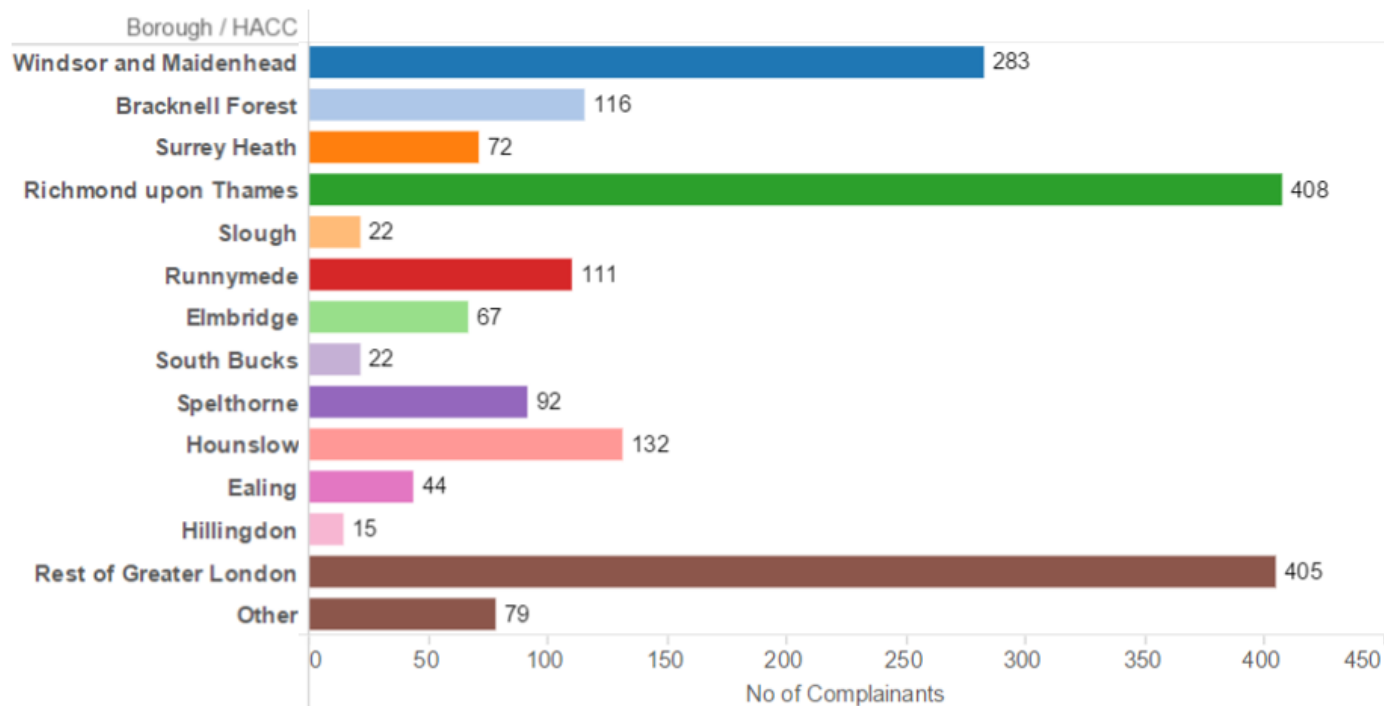
Map of Complaints

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

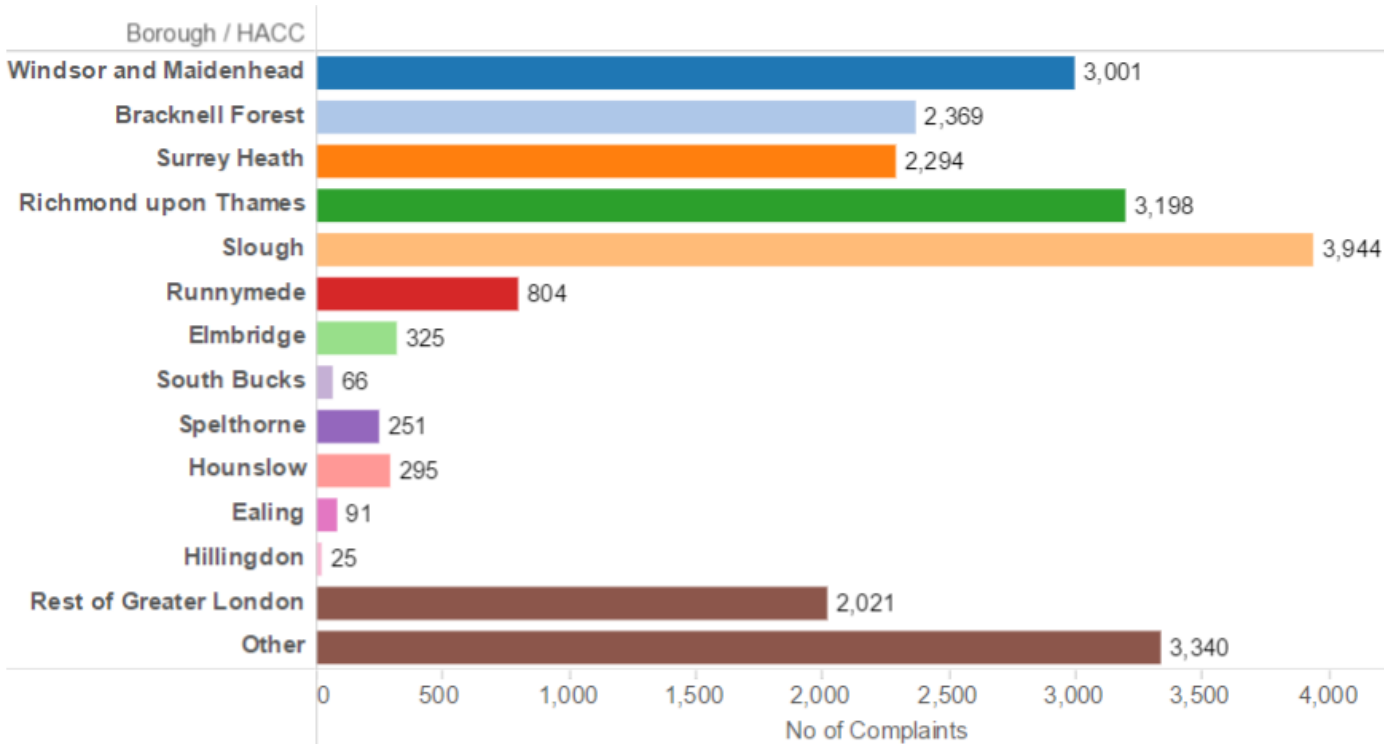


Local Authority Statistics

Number of Complainants



Number of Complaints



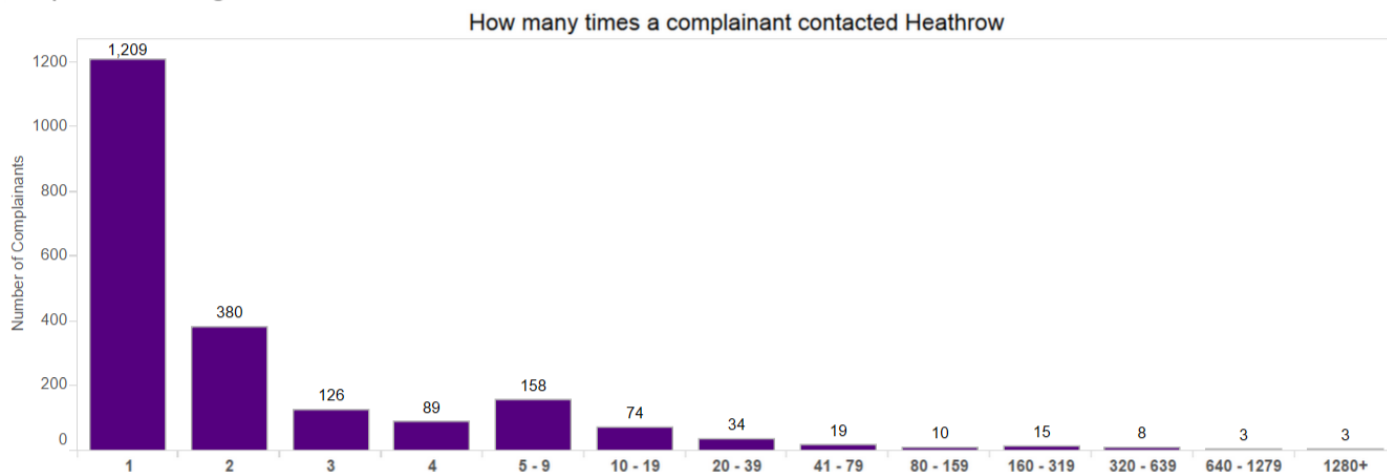
The 'Other' category includes boroughs that fall outside of HACC e.g. Reading, Wokingham, Mole Valley and Reigate and Banstead.

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 1,209 people complained once, that 126 people complained 3 times and that 3 people complained more than 1,280 times.

Complainants Histogram



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
12,312	48.86%	0.5%

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.
2,958	1,855	87.2%	11.74%