

Farnborough Airport Quarterly Complaints Report:

† complaints submitted without reference to a specific time are listed as a default time of 00:00

NB: reported complaints reflect those submitted within seven days of quarter end for complaint events occurring in the quarter



Town	Date and time of complaint issue	Complaint issues	Violation status	Number of specific flights reported	Action to reporter	Event Explanation	Primary or unrelated primary
Guildford	01/07/2024 15:38	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	01/07/2024 16:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	01/07/2024 17:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	01/07/2024 17:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	01/07/2024 19:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 12:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 12:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 12:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	01/07/2024 15:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 15:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 17:46	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 17:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	02/07/2024 16:11	Aircraft not on perceived track	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	01/07/2024 18:20	Noisy aircraft	N/A	1	Email	No identifiable aircraft	Primary
Churt	01/07/2024 18:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	01/07/2024 19:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 21:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 21:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	01/07/2024 21:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	02/07/2024 21:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	02/07/2024 21:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	04/07/2024 09:44	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	04/07/2024 12:13	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	04/07/2024 15:51	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	04/07/2024 17:08	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	04/07/2024 17:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	04/07/2024 18:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	04/07/2024 20:32	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	05/07/2024 13:23	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnborough	04/07/2024 10:58	Odour	N/A	1	Email	Compliance confirmed - other	Primary
Farnham	05/07/2024 15:26	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	05/07/2024 17:40	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	07/07/2024 17:19	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Fleet	07/07/2024 15:36	Circling aircraftLow aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	05/07/2024 17:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/07/2024 18:18	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/07/2024 20:06	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/07/2024 20:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/07/2024 20:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	05/07/2024 21:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/07/2024 12:08	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/07/2024 16:20	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/07/2024 16:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/07/2024 17:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	06/07/2024 19:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	07/07/2024 17:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	07/07/2024 17:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	07/07/2024 19:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	07/07/2024 19:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Frimley	07/07/2024 17:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	08/07/2024 16:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	08/07/2024 18:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Farnham	09/07/2024 14:28	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	09/07/2024 12:38	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	09/07/2024 16:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	09/07/2024 16:11	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	09/07/2024 16:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Fleet	10/07/2024 14:08	Aircraft not on perceived trackNoisy aircraft	N/A	1	Email	Compliance confirmed - within PP	Secondary
Guildford	10/07/2024 18:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	11/07/2024 16:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/07/2024 16:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/07/2024 17:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/07/2024 19:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/07/2024 20:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	12/07/2024 21:31	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	14/07/2024 08:31	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	14/07/2024 08:47	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	14/07/2024 11:20	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	14/07/2024 13:49	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	14/07/2024 16:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	14/07/2024 18:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	14/07/2024 18:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	15/07/2024 18:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	14/07/2024 08:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	16/07/2024 18:14	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	16/07/2024 20:29	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	16/07/2024 16:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	16/07/2024 16:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	16/07/2024 16:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	16/07/2024 18:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	17/07/2024 16:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	17/07/2024 16:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	17/07/2024 14:02	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnborough	18/07/2024 07:32	Noisy aircraft	N/A	1	Email	Compliance confirmed - other	Primary
Pirbright	18/07/2024 08:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	18/07/2024 19:55	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	18/07/2024 18:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	18/07/2024 19:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	19/07/2024 21:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/07/2024 18:35	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/07/2024 18:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	20/07/2024 19:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/07/2024 08:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	21/07/2024 08:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Frimley	22/07/2024 07:16	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnham	19/07/2024 15:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - within PP	Secondary
Woking	15/07/2024 14:08	Increased movement frequencyNoisy aircraftOther	N/A	1	Letter	Compliance confirmed - within PP	Primary
Guildford	22/07/2024 11:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/07/2024 11:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/07/2024 16:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	23/07/2024 19:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/07/2024 19:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	24/07/2024 10:11	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	24/07/2024 20:03	Low aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	25/07/2024 17:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	25/07/2024 17:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	25/07/2024 18:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	25/07/2024 18:40	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	25/07/2024 19:10	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	25/07/2024 19:53	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	25/07/2024 20:03	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Guildford	26/07/2024 08:52	Circling aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	26/07/2024 17:28	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	27/07/2024 14:59	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	26/07/2024 16:46	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/07/2024 16:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Guildford	26/07/2024 17:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	26/07/2024 21:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/07/2024 17:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	27/07/2024 19:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	27/07/2024 14:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Wanborough	29/07/2024 12:55	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Wanborough	29/07/2024 14:05	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - SID	Secondary
Wanborough	29/07/2024 14:03	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - SID	Secondary
Wanborough	29/07/2024 15:51	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Secondary
Wrecclesham	29/07/2024 20:22	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	30/07/2024 14:17	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	30/07/2024 19:53	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	31/07/2024 07:59	Noisy aircraftSize / type of aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	31/07/2024 08:49	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	31/07/2024 09:08	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	31/07/2024 10:27	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	31/07/2024 10:36	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	31/07/2024 10:39	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	31/07/2024 10:45	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	31/07/2024 12:25	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	31/07/2024 16:53	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	31/07/2024 17:15	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	31/07/2024 17:21	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	31/07/2024 16:34	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - within PP	Secondary
Fleet	31/07/2024 21:27	Noisy aircraftOut of hours aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Fleet	31/07/2024 21:50	Noisy aircraftOut of hours aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Secondary
Fleet	29/07/2024 15:30	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - within PP	Primary
Fleet	29/07/2024 16:06	Low aircraftNoisy aircraft	Yes without permission	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Church Crookham	01/08/2024 14:47	Aircraft not on perceived track	N/A	1	WebTrak Acknowledgement	NON-COMPLIANCE - SID deviation	Primary
Guildford	01/08/2024 14:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	01/08/2024 17:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	02/08/2024 19:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	02/08/2024 19:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	03/08/2024 09:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	03/08/2024 09:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	03/08/2024 16:40	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	03/08/2024 16:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	03/08/2024 17:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	03/08/2024 17:46	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	04/08/2024 17:39	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	04/08/2024 16:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	04/08/2024 17:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	04/08/2024 18:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	04/08/2024 18:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	04/08/2024 18:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	04/08/2024 18:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnborough	03/08/2024 12:19	Ground noise	N/A	1	Email	Compliance confirmed - within PP	Primary
Farnham	05/08/2024 15:36	Low aircraft	N/A	1	Email	Compliance confirmed - within PP	Secondary
Guildford	05/08/2024 15:34	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/08/2024 15:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/08/2024 17:38	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/08/2024 17:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	07/08/2024 16:41	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	07/08/2024 17:11	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Fleet	29/07/2024 15:30	Low aircraft	N/A	1	Phone	Compliance confirmed - ATC instruction	Primary
Guildford	08/08/2024 20:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	13/08/2024 17:23	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	13/08/2024 12:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	13/08/2024 17:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	13/08/2024 18:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	13/08/2024 19:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	14/08/2024 16:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	14/08/2024 16:46	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	14/08/2024 17:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

Guildford	14/08/2024 17:31	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	14/08/2024 19:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	15/08/2024 14:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	15/08/2024 16:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	15/08/2024 16:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	15/08/2024 17:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	15/08/2024 18:47	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	18/08/2024 15:00	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	18/08/2024 15:45	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	16/08/2024 17:40	Noisy helicopter	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	16/08/2024 20:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/08/2024 18:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/08/2024 19:29	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	18/08/2024 08:08	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Wanborough	11/08/2024 12:23	Low aircraftNoisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Mytchett	11/08/2024 15:20	Aircraft not on perceived trackNoisy aircraftOther	N/A	1	Email	Compliance confirmed - SID	Primary
Guildford	09/08/2024 19:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	20/08/2024 07:54	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	19/08/2024 14:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	20/08/2024 13:32	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	20/08/2024 13:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/08/2024 13:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/08/2024 16:12	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/08/2024 18:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/08/2024 17:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	22/08/2024 08:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	23/08/2024 11:53	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	23/08/2024 11:57	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	24/08/2024 10:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	24/08/2024 15:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	24/08/2024 17:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	24/08/2024 17:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	24/08/2024 17:57	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	25/08/2024 12:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	25/08/2024 18:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	25/08/2024 19:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	26/08/2024 16:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/08/2024 17:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/08/2024 19:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	27/08/2024 18:19	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	27/08/2024 16:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/08/2024 17:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/08/2024 17:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/08/2024 17:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/08/2024 17:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	27/08/2024 11:29	Aircraft not on perceived track	N/A	1	Email	Unrelated to FAL	Primary
Farnham	28/08/2024 21:12	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	28/08/2024 18:02	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	28/08/2024 18:45	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	28/08/2024 19:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	28/08/2024 21:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Wanborough	12/08/2024 09:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - within PP	Secondary
Guildford	29/08/2024 21:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Wrecclesham	28/08/2024 17:37	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	30/08/2024 17:25	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	30/08/2024 17:48	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	30/08/2024 17:59	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	30/08/2024 18:15	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	31/08/2024 15:38	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	28/08/2024 17:37	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	31/08/2024 13:26	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	31/08/2024 13:41	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	31/08/2024 13:45	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	31/08/2024 15:01	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary

Wrecclesham	31/08/2024 15:05	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	31/08/2024 15:13	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	31/08/2024 15:22	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	31/08/2024 15:37	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	31/08/2024 15:39	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	31/08/2024 10:19	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	01/09/2024 18:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	01/09/2024 18:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	01/09/2024 19:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Fleet	02/09/2024 05:10	Low aircraft Noisy aircraft Out of hours aircraft	N/A	1	WebTrak Acknowledgement	Unrelated to FAL	Primary
Farnham	02/09/2024 16:25	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Petersfield	02/09/2024 16:37	Noisy aircraft	N/A	1	Email	Compliance confirmed - within PP	Primary
Guildford	03/09/2024 08:54	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	03/09/2024 14:38	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	03/09/2024 19:00	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	03/09/2024 20:48	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	06/09/2024 10:30	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Frimley	06/09/2024 20:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Guildford	08/09/2024 11:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	08/09/2024 11:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	09/09/2024 18:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	10/09/2024 12:34	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	11/09/2024 19:13	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	11/09/2024 21:02	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	13/09/2024 11:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Churt	13/09/2024 11:15	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	14/09/2024 08:36	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	15/09/2024 13:28	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	15/09/2024 16:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	17/09/2024 20:00	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	19/09/2024 18:36	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Ewshot	19/09/2024 20:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - within PP	Primary
Farnham	21/09/2024 11:26	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Farnham	21/09/2024 16:16	Other	N/A	1	Email	Compliance confirmed - other	Primary
Camberley	22/09/2024 08:25	Increased movement frequency Noisy aircraft Size / type of aircraft	N/A	1	Email	Compliance confirmed - within PP	Primary
Guildford	23/09/2024 10:05	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/09/2024 13:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/09/2024 13:36	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/09/2024 16:24	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	24/09/2024 16:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	24/09/2024 16:59	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	24/09/2024 17:03	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnborough	25/09/2024 03:07	Other	N/A	1	Email	Compliance confirmed - other	Primary
Farnham	26/09/2024 06:58	Low aircraft Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/09/2024 09:02	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/09/2024 09:04	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnborough	26/09/2024 17:20	Ground noise	N/A	1	Email	Compliance confirmed - within PP	Primary
Guildford	26/09/2024 18:42	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	26/09/2024 20:21	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/09/2024 07:25	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Wrecclesham	29/09/2024 18:08	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Farnham	30/09/2024 14:44	Low aircraft Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary

Seven phone complaints were unable to be logged due to a lack of details being provided
These were on 15th July, 21st July, 22nd July, 26th July, 30th July, 2nd August and 3rd August

One E-mail was unable to be logged as a postcode was not provided
This was on 14th August

Further Information

- Compliance confirmed - The aircraft followed the SID for the first 3nm for noise abatement
- Compliance confirmed - The aircraft followed the STAR for the last 3nm for noise abatement
- Compliance confirmed - The aircraft was instructed by ATC to follow an alternative departure or arrival

Compliance confirmed -	The aircraft followed the published SID (standard instrument departure)
Compliance confirmed -	The aircraft followed the published STAR (standard terminal arrival route)
Compliance confirmed -	The complaint raised query over 106 Obligations (eg. Permitted numbers, operational hours, APU use, odour), activities were compliant with the planning permission
Compliance confirmed -	A required catch all to cover anything not covered above
NON-COMPLIANCE - DEF	The aircraft was identified by FAL flight auditing as failing to meet departure noise abatement. Violations procedure initiated
NON-COMPLIANCE - ARF	The aircraft was identified by FAL flight auditing as failing to meet arrival noise abatement. Violations procedure initiated
NON-COMPLIANCE - SID	The aircraft failed to adhere to the SID or ATC instructions. After noise abatement, subject to investigation by NATS
NON-COMPLIANCE - STA	The aircraft failed to adhere to the STAR or ATC instructions. After noise abatement, subject to investigation by NATS
NON-COMPLIANCE - PP I	The complaint raised query over 106 Obligations, investigation confirmed a breach of planning permission
NON-COMPLIANCE - oth	A required catch all to cover anything not covered above
Non-identifiable aircraft	The flight tracking system shows no identifiable aircraft at the report date/time
Unrelated to FAL	The flight tracking system identified the reported flight as a non-Farnborough flight, transient through the area
No Investigation	When investigation of complaints have been suspended in accordance with the Complaints Charter as a result of a complainant persistently reporting compliant flights