

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
Farnham	04/10/2024 17:23	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Frimley	06/10/2024 18:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnham	09/10/2024 14:56	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnborough	10/10/2024 02:38	Ground noise	N/A	1	Email	Compliance confirmed - within PP	Primary
Guildford	12/10/2024 17:11	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Wrecclesham	02/10/2024 19:55	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	02/10/2024 20:06	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	03/10/2024 15:00	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	03/10/2024 15:21	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	10/10/2024 08:50	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	10/10/2024 08:53	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	10/10/2024 09:20	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	10/10/2024 09:26	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	10/10/2024 09:28	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	10/10/2024 09:41	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	10/10/2024 09:51	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	10/10/2024 09:57	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	10/10/2024 10:22	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	10/10/2024 10:39	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	10/10/2024 10:56	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	10/10/2024 10:56	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	10/10/2024 11:11	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	10/10/2024 11:20	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	10/10/2024 12:24	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	14/10/2024 10:19	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	14/10/2024 12:36	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Guildford	17/10/2024 20:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/10/2024 20:20	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	18/10/2024 19:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	19/10/2024 16:32	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/10/2024 10:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	18/10/2024 16:32	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	18/10/2024 16:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	18/10/2024 16:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	18/10/2024 17:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	19/10/2024 15:02	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	20/10/2024 18:53	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Frimley	18/10/2024 21:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Farnham	23/10/2024 14:47	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	23/10/2024 17:08	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	23/10/2024 19:44	Noisy aircraft	N/A	1	Email	No identifiable aircraft	Primary
Farnham	25/10/2024 13:27	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Farnham	28/10/2024 07:20	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	27/10/2024 13:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/10/2024 14:17	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/10/2024 14:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	27/10/2024 14:50	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	30/10/2024 20:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	31/10/2024 20:14	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Fleet	04/11/2024 07:30	Increased movement frequencyOtherOut of hours aircraft	N/A	1	Email	Compliance confirmed - within PP	Primary
Churt	10/11/2024 12:21	Low aircraftNoisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Churt	11/11/2024 13:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Churt	11/11/2024 13:46	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary

Farnham	10/11/2024 12:27	Low aircraftNoisy aircraft	N/A	1	Email	Unrelated to FAL	Secondary
Rushmoor	11/11/2024 14:02	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Secondary
Fleet	12/11/2024 17:14	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Fleet	13/11/2024 07:37	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Fleet	13/11/2024 07:43	Aircraft not on perceived trackNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Woking	10/11/2024 11:00	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Primary
Woking	12/11/2024 16:41	Noisy aircraft	N/A	1	Email	Unrelated to FAL	Secondary
Guildford	13/11/2024 10:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Fleet	16/11/2024 08:06	Circling aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	15/11/2024 21:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	16/11/2024 08:11	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	17/11/2024 12:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	18/11/2024 07:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Wrecclesham	19/11/2024 13:25	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	16/10/2024 18:26	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Guildford	20/11/2024 18:19	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	20/11/2024 20:52	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	25/11/2024 10:33	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	25/11/2024 16:26	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	28/11/2024 20:09	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Frimley	28/11/2024 18:23	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Guildford	29/11/2024 19:08	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	30/11/2024 19:44	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	28/11/2024 12:57	Aircraft not on perceived trackCircling aircraft	N/A	1	Email	Unrelated to FAL	Primary
Farnham	28/11/2024 15:38	Circling aircraftLow helicopter	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Farnham	06/12/2024 12:59	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Guildford	04/12/2024 19:43	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	05/12/2024 06:58	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	06/12/2024 06:56	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Wrecclesham	21/11/2024 08:32	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	21/11/2024 11:07	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Guildford	03/12/2024 18:10	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	06/12/2024 18:17	Circling aircraftNoisy aircraft	N/A	1	Email	Unrelated to FAL	Secondary
Farnham	06/12/2024 18:38	Low helicopterOther	N/A	1	Email	Compliance confirmed - within PP	Secondary
Guildford	14/12/2024 10:51	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	15/12/2024 08:30	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Frimley	13/12/2024 21:55	Noisy aircraft	N/A	1	Email	Compliance confirmed - SID	Primary
Guildford	17/12/2024 19:29	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	17/12/2024 19:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Farnham	19/12/2024 11:41	Low aircraftNoisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - STAR	Primary
Wrecclesham	10/12/2024 10:12	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	11/12/2024 09:20	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Wrecclesham	11/12/2024 14:12	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - ATC instruction	Primary
Wrecclesham	11/12/2024 16:33	Noisy aircraft	N/A	1	WebTrak Acknowledgement	Compliance confirmed - SID	Primary
Guildford	18/12/2024 20:40	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	19/12/2024 20:14	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	21/12/2024 13:27	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	22/12/2024 19:01	Noisy aircraft	N/A	1	Email	Compliance confirmed - ATC instruction	Primary
Guildford	27/12/2024 09:29	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary
Guildford	29/12/2024 11:22	Noisy aircraft	N/A	1	Email	Compliance confirmed - STAR	Primary

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