

# FACC Complaints Report

Date	Time	Surname	Street Name	Town	Nature of Complaint	A/C Type	Dep/Arr	Non-compliant?	TAG Movement	Action to reporter
01-Oct-09	18:45	Lentz	Burnt Hill Way	Farnham	Aircraft not on perceived track	GLF5	ARR	No	TAG	Letter Issued - Compliant Flight
02-Oct-09	13:52	Higgins	Shady Nook	Farnham	Noisy aircraft	B737	ARR	No	TAG	Letter Issued - Compliant Flight
02-Oct-09	14:00	Palmer	Coleford Bridge Road	Mytchett	Query regarding size of aircraft	B737	ARR	No	TAG	Letter Issued - Compliant Flight
03-Oct-09	10:35	Dooley	Coxmoor Close	Church Crookham	Aircraft not on perceived track	GLF4	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
04-Oct-09	12:36	Davis	Gordon Avenue	Fleet	Aircraft not on perceived track and noisy	H25C	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
05-Oct-09	10:10	LaBretton	Kempton Court	Farnborough	Circling helicopter	N/A	N/A	N/A	Non TAG	Verbal Response and Explanation
08-Oct-09	08:25	Martin	Badger Way	Ewshot	Noisy aircraft	*FA50*	DEP	No	TAG	Letter Issued - Compliant Flight
08-Oct-09	11:40	Reed	Ewshot Lane	Ewshot	Aircraft not on perceived track	GLF5	ARR	Yes - with permission	TAG	Email Issued - ATC authorised Non-Compliant
09-Oct-09	11:30	Arnold	Cedar Road	Farnborough	Aircraft not on perceived track	LJ40	DEP	No	TAG	Letter Issued - Compliant Flight
09-Oct-09	11:37	Arnold	Cedar Road	Farnborough	Aircraft not on perceived track	C25A	DEP	No	TAG	Letter Issued - Compliant Flights
09-Oct-09	07:31	Healey	Frensham Avenue	Fleet	Aircraft not on perceived track	GLF5	DEP	No	TAG	Email Issued - Compliant Flights + ATC authorised Non-Compliant
10-Oct-09	11:40	Davis	Gordon Avenue	Fleet	Aircraft not on perceived track	GLF4	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
11-Oct-09	10:42	Davis	Gordon Avenue	Fleet	Aircraft not on perceived track	GLF5	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
11-Oct-09	10:17	Hawes	Chesilton Crescent	Church Crookham	Low aircraft not on perceived track	GALX	DEP	Yes - with permission	TAG	Email Issued - ATC authorised Non-Compliant

Date	Time	Surname	Street Name	Town	Nature of Complaint	A/C Type	Dep/Arr	Non-compliant?	TAG Movement	Action to reporter
11-Oct-09	08:55	Palmer	Coleford Bridge Road	Mytchett	Query regarding size of aircraft	B737	ARR	No	TAG	Letter Issued - Compliant Flight
12-Oct-09	11:25	Arnold	Cedar Road	Farnborough	Aircraft not on perceived track	GALX	DEP	Yes - without permission	TAG	Letter Issued - Non-Compliance Raised
13-Oct-09	14:47	Halls	White Acres Road	Mytchett	Low aircraft	E135	ARR	No	TAG	Letter Issued - Compliant Flights
13-Oct-09	16:05	Higgins	Shady Nook	Farnham	Noisy aircraft	CL60	DEP	No	TAG	Letter Issued - Compliant Flight
16-Oct-09		Young	Not given	Wrecclesham	General objection to the South route trial	N/A	N/A	N/A	TAG	Letter Issued - Full Explanation
17-Oct-09	11:51	Davis	Gally Hill Road	Church Crookham	Aircraft not on perceived track	F2TH	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
18-Oct-09	11:20	Coles	Cedar Drive	Fleet	Aircraft not on perceived track	GALX	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
18-Oct-09	11:15	Davis	Gordon Avenue	Fleet	Aircraft not on perceived track and low	GALX	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
19-Oct-09	14:15	Davis	Gally Hill Road	Church Crookham	Aircraft not on perceived track	GLF5	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
20-Oct-09		Rhineheart	Crondall Lane	Farnham	Increased Frequency in aircraft noise	N/A	N/A	N/A	TAG	Letter Issued - Full Explanation
21-Oct-09	18:30	Halls	White Acres Road	Mytchett	Low aircraft	GLF5	ARR	No	TAG	Letter Issued - Compliant Flight
23-Oct-09	21:00	Dooley	Coxmoor Close	Church Crookham	Large and noisy aircraft	B738	DEP	No	TAG	Letter Issued - Compliant Flight
23-Oct-09	18:00	Halls	White Acres Road	Mytchett	Large, low and noisy aircraft	B738	ARR	No	TAG	Letter Issued - Compliant Flight
23-Oct-09	21:00	Harley	Rounton Road	Church Crookham	Large and noisy aircraft	B738	DEP	No	TAG	Letter Issued - Compliant Flight
24-Oct-09	19:32	Halls	White Arces Road	Mytchett	Low and noisy aircraft	B737	ARR	No	TAG	Letter Issued - Compliant Flight
25-Oct-09	12:22	Higgins	Shady Nook	Farnham	Noisy aircraft	A319	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant

Date	Time	Surname	Street Name	Town	Nature of Complaint	A/C Type	Dep/Arr	Non-compliant?	TAG Movement	Action to reporter
25-Oct-09	12:30	Higgins	Shady Nook	Farnham	Noisy aircraft	CL60	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
25-Oct-09	15:17	Hunter	Denning Close	Fleet	Noisy aircraft not on perceived track	GLF4	DEP	Yes - with permission	TAG	Email Issued - ATC authorised Non-Compliant
25-Oct-09	12:26	Smith	Blenheim Crescent	Farnham	Aircraft not on perceived track	A319	DEP	Yes - with permission	TAG	Email Issued - ATC authorised Non-Compliant
26-Oct-09	06:00	Clarke	Laurel Grove	Farnham	Noisy aircraft	N/A	N/A	N/A	TAG	Letter Issued - Full Explanation
26-Oct-09	16:05	Davis	Gordon Avenue	Fleet	Aircraft not on perceived track	CL60	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
27-Oct-09	14:48	Halls	White Acres Road	Mytchett	Low aircraft	B737	ARR	No	TAG	Letter Issued - Compliant Flight
27-Oct-09		Shattock	Richmond Place	Farnborough	Fumes	N/A	N/A	N/A	TAG	Letter Issued - Full Explanation
01-Nov-09	15:45	Hunter	Denning Close	Fleet	Intrusive flights	PRM1	DEP	Yes - with permission	TAG	Email Issued - ATC authorised Non-Compliant
03-Nov-09		Parkin	Waverley Road	Farnborough	Heli activity - disturbance to St Michael's Abbey	N/A	N/A	N/A	Non TAG	Dealt with by National Air Traffic Services (Farnborough)
04-Nov-09	08:25	Healey	Frensham Avenue	Fleet	Aircraft not on perceived track	B462	ARR	No	TAG	Letter Issued - Compliant Flights
05-Nov-09	17:40	Hawyes	Hazel Avenue	Farnborough	Noisy aircraft - Helicopter	S76	ARR	No	TAG	Letter Issued - Compliant Flight
05-Nov-09	17:40	LeBretton	Kempton Court	Farnborough	Noisy aircraft - Helicopter	S76	ARR	No	TAG	Letter Issued - Compliant Flight
06-Nov-09	15:20	Halls	White Acres Road	Mytchett	Low aircraft	B738	ARR	No	TAG	Letter Issued - Compliant Flight
06-Nov-09	07:26	Martin	Badger Way	Ewshot	Noisy aircraft	B738	DEP	No	TAG	Letter Issued - Compliant Flight
07-Nov-09	09:03	Ballard	The Verne	Church Crookham	Aircraft not on perceived track	F2TH	DEP	Yes - without permission	TAG	Letter Issued - Non-Compliance Raised
07-Nov-09	07:40	Clark	Laurel Grove	Farnham	Noisy aircraft	N/A	N/A	N/A	Non TAG	Letter Issued - Non-TAG Flight

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07-Nov-09	13:51	Halls	White Acres Road	Mytchett	Low aircraft	GLF5	ARR	No	TAG	Letter Issued - Compliant Flight
07-Nov-09	15:43	Halls	White Acres Road	Mytchett	Low aircraft	GLF5	ARR	No	TAG	Letter Issued - Compliant Flight
08-Nov-09	14:51	Mitton	Chesilton Crescent	Church Crookham	Noisy aircraft	*BE40*	ARR	No	TAG	Letter Issued - Compliant Flight
08-Nov-09	14:59	Sheriff	Coxheath Road	Church Crookham	Noisy aircraft	*BE40*	ARR	No	TAG	Letter Issued - Compliant Flight
11-Nov-09	11:37	Halls	Whiteacres Road	Mytchett	Low, large aircraft	B737	ARR	No	TAG	Letter Issued - Compliant Flight
11-Nov-09	12:40	Palmer	Coleford Bridge Road	Mytchett	Low and large aircraft	GLF5	ARR	No	TAG	Letter Issued - Compliant Flights
13-Nov-09	15:48	Halls	White Acres Road	Mytchett	Low aircraft	GL5T	ARR	No	TAG	Letter Issued - Compliant Flight
15-Nov-09	12:31	Davis	Gordon Avenue	Fleet	Low aircraft	PRM1	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
15-Nov-09	14:57	Grieff	Kenmore Close	Church Crookham	Aircraft not on perceived track	F900	DEP	Yes - with permission	TAG	Email Issued - ATC Authorised Non-Compliant Flights
15-Nov-09	11:25	Grieff	Kenmore Close	Church Crookham	Aircraft not on perceived track	LJ45	DEP	Yes - with permission	TAG	Email Issued - ATC Authorised Non-Compliant Flights
15-Nov-09	09:45	Hawyes	Hazel Avenue	Farnborough	Construction Noise	N/A	N/A	N/A	N/A	Letter Issued - Full Explanation
15-Nov-09	13:45	Sergison-Main	Farham Park Close	Farnham	Noisy low aircraft	F2TH	DEP	No	TAG	Letter Issued - Compliant Flight + ATC Authorised Non-Compliant
16-Nov-09	16:20	Smith	Cross Street	Farnborough	Low helicopter not on perceived track	EC55	ARR	No	TAG	Letter Issued - Compliant Flight
18-Nov-09		Durling	Bonnars Field	Bentley	Increased Frequency (in general)	N/A	N/A	N/A	N/A	Letter Issued - Full Explanation
19-Nov-09	12:00	LeBretton	Kempton Court	Farnborough	Fumes	N/A	N/A	N/A	TAG	Letter Issued - Full Explanation
23-Nov-09	21:05	Martin	Badger Way	Ewshot	Noisy aircraft	C510	DEP	No	TAG	Letter Issued - Compliant Flight

Date	Time	Surname	Street Name	Town	Nature of Complaint	A/C Type	Dep/Arr	Non-compliant?	TAG Movement	Action to reporter
24-Nov-09	11:11	Dooley	Coxmoor Close	Church Crookham	Noisy aircraft not on perceived track	C510	DEP	Yes - without permission	TAG	Letter Issued - Non-Compliance Raised
27-Nov-09	11:15	Higgins	Shady Nook	Farnham	Low aircraft	LJ60	ARR	No	TAG	Letter Issued - Full Explanation
28-Nov-09	12:45	Young	Gordon Avenue	Church Crookham	Aircraft not on perceived track	A319	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
29-Nov-09	18:16	Dooley	Coxmoor Close	Church Crookham	Noisy aircraft not on perceived track	J328	DEP	No	TAG	Letter Issued - Compliant Flight
01-Dec-09	21:35	Martin	Badger Way	Ewshot	Noisy aircraft	B737	DEP	No	TAG	Letter Issued - Compliant Flight
01-Dec-09	21:35	Roddick	Aldershot Road	Church Crookham	Out of hours flight	B737	DEP	No	TAG	Email Issued - Full Explanation
02-Dec-09	10:12	Dooley	Coxmoor Close	Church Crookham	Noisy aircraft not on perceived track	B462	DEP	No	TAG	Letter Issued - Compliant Flight
02-Dec-09		Gleave	Laurel Grove	Wrecclesham	Increased Frequency (in general)	N/A	N/A	N/A	TAG	Letter Issued - Full Explanation
02-Dec-09		Shattock	Richmond Place	Farnborough	Fumes	N/A	N/A	N/A	TAG	Letter Issued - Full Explanation
04-Dec-09	07:40	Martin	Badger Way	Ewshot	Noisy aircraft	F2TH	DEP	No	TAG	Letter Issued - Compliant Flight
05-Dec-09	11:28	Dooley	Coxmoor Close	Church Crookham	A huge aircraft and noisy	LJ60	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
05-Dec-09	11:25	Rowley	Dinorden Avenue	Church Crookham	Aircraft not on perceived track and noisy	F900	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
05-Dec-09	12:10	West	Ferndale Road	Church Crookham	Aircraft not on perceived track	GL5T	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
06-Dec-09	11:08	Dooley	Coxmoor Close	Church Crookham	Aircraft not on perceived track	GALX	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
06-Dec-09	11:08	Young	Gordon Avenue	Church Crookham	Aircraft not on perceived track, low climb rate	GALX	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
06-Dec-09	15:08	Young	Gordon Avenue	Church Crookham	Aircraft not on perceived track	GLF5	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant

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08-Dec-09	10:36	Grieff	Kenmore Close	Church Crookham	Aircraft not on perceived track	H25B	DEP	Yes - with permission	TAG	Email Issued - ATC Authorised Non-Compliant Flight
10-Dec-09	20:57	Dooley	Coxmoor Close	Church Crookham	Aircraft not on perceived track	B738	DEP	No	TAG	Letter Issued - Compliant Flight
11-Dec-09		Casey	Earlsbourne	Church Crookham	Increased Frequency throughout the day	N/A	ARR	N/A	TAG	Letter Issued - Compliant Flight
12-Dec-09	12:45	Reed	Ewshot Lane	Ewshot	Aircraft not on perceived track	FA7X	ARR	No	TAG	Email Issued - Full Explanation
14-Dec-09	04:20	West	Ferndale Road	Church Crookham	Out of hours flight	N/A	N/A	N/A	Non TAG	Letter Issued - Non-TAG Flight
15-Dec-09	19:53	Halls	White Acres Road	Mytchett	Low and noisy aircraft	FA7X	DEP	No	TAG	Letter Issued - Compliant Flight
17-Dec-09	09:00	Dixon	Gally Hill Road	Church Crookham	Low aircraft	B462	ARR	No	TAG	Verbal Response and Explanation
21-Dec-09	12:59	Halls	White Acres Road	Mytchett	Low aircraft	CRJ7	ARR	No	TAG	Letter Issued - Compliant Flight
22-Dec-09	18:10	Halls	White Acres Road	Mytchett	Low aircraft	FA7X	ARR	No	TAG	Letter Issued - Compliant Flight
31-Dec-09	12:28	Schofield	Guildford Road	Fleet	Aircraft not on perceived track	C510	DEP	No	TAG	Verbal Response and Explanation
02-Jan-10	14:33	Milne	Hilder Gardens	Farnborough	Low and noisy aircraft	LJ60	ARR	No	TAG	Letter Issued - Compliant Flight
03-Jan-10	13:28	Reed	Ewshot Lane	Ewshot	Aircraft not on perceived track	LJ45	ARR	Yes - with permission	TAG	Email Issued - Full Explanation
04-Jan-10	13:48	Halls	White Acres Road	Mytchett	Low aircraft	CRJ7	DEP	No	TAG	Letter Issued - Compliant Flight
04-Jan-10		Ryton	Baileys Close	Blackwater	Increased Frequency (in general)	N/A	N/A	N/A	Non TAG	Email issued - Full Explanation
05-Jan-10		Williams	Wilton Court	Farnborough	Aircraft dumping fuel	N/A	N/A	N/A	N/A	Email issued - Full Explanation
22-Jan-10	14:42	Cooper	Curzon Drive	Church Crookham	Low helicopter	LYNX	N/A	N/A	Non TAG	Email issued - Full Explanation

Date	Time	Surname	Street Name	Town	Nature of Complaint	A/C Type	Dep/Arr	Non-compliant?	TAG Movement	Action to reporter
22-Jan-10	19:58	Halls	White Acres Road	Mytchett	Low aircraft	*FA50*	ARR	No	TAG	Letter Issued - Compliant Flights + non TAG flight
24-Jan-10	09:51	Healey	Frensham Avenue	Fleet	Noisy aircraft over fleet	C56X	DEP	Yes - with permission	TAG	Email Issued - ATC authorised Non-Compliant Flights
24-Jan-10	15:06	Higgins	Shady Nook, Folly Hill	Farnham	Noisy aircraft	GLF5	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
24-Jan-10	15:00	Higgins	Shady Nook, Folly Hill	Farnham	Noisy aircraft	C56X	ARR	No	TAG	Letter Issued - Compliant Flight
24-Jan-10	14:02	Higgins	Shady Nook, Folly Hill	Farnham	Noisy aircraft	H25C	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
26-Jan-10		Gordon	Not given	Not given	Heli routes over North Camp	N/A	N/A	No	TAG	Email Issued - Full Explanation
27-Jan-10	21:35	Martin	Badger Way	Ewshot	Noisy aircraft	B737	DEP	No	TAG	Letter Issued - Compliant Flight
29-Jan-10	18:21	Gordon	Not given	Not given	Noisy helicopter	EC55	ARR	No	TAG	Email Issued - Compliant Flight
31-Jan-10	12:14	Young	Gordon Avenue	Fleet	Aircraft not on perceived track	F2TH	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
01-Feb-10	05:21	Montague	French Gardens	Blackwater	Noisy aircraft	N/A	N/A	N/A	Non TAG	Email Issued - Full Explanation - Non TAG flights
03-Feb-10	23:50	Whitfield	Grove Road	Church Crookham	Out of hours flight	N/A	N/A	N/A	Non TAG	Letter Issued - Non-TAG Flight
04-Feb-10	15:08	Neil	Avenue Road	Farnborough	Aircraft not on perceived track	N/A	N/A	N/A	Non TAG	Letter Issued - Non-TAG Flight
07-Feb-10	15:55	West	Ferndale Road	Church Crookham	Aircraft not on perceived track	CL30	DEP	Yes - with permission	TAG	Letter Issued - ATC authorised Non-Compliant
09-Feb-10	22:00	Reed	Ewshot Lane	Ewshot	Noisy aircraft	FA7X	DEP	No	TAG	Email Issued - Compliant Flight
10-Feb-10	22:05	Roberts	Sandy Lane	Church Crookham	Noisy aircraft	N/A	N/A	N/A	Non TAG	Letter Issued - Non-TAG Flight
10-Feb-10	22:00	Roberts	Sandy Lane	Church Crookham	Noisy aircraft	GLF5	ARR	No	TAG	Letter Issued - Compliant Flight