

FACC Complaints Report - November 24 to January 2025



Complaints Breakdown (Nov-Jan)

Table 1 - Number of new Complainants

| Month | Number of new complainants |
|----------|----------------------------|
| November | 2 |
| December | 0 |
| January | 0 |

Table 1 shows the number of new complainants that have been logged on the system that haven't previously contacted the Airport. These individuals contact the Airport either through e-mail, WebTrak, phone or letter. The last new complainant was on 10th November 2024.

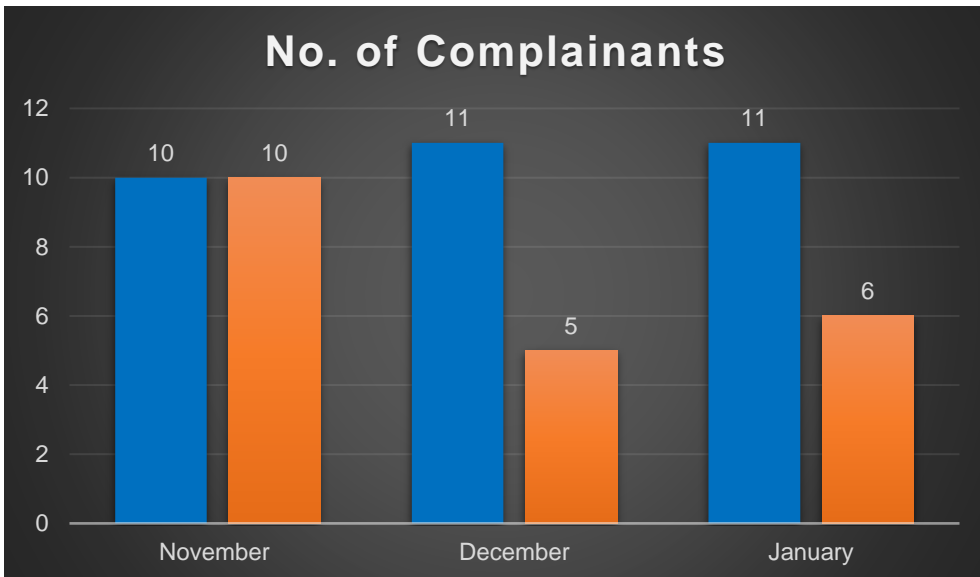
Table 2 – Number of complaints and complainants

| | November | December | January | Total |
|---------------------|----------|----------|---------|-------|
| Complaints | 30 | 23 | 27 | 80 |
| Complainants | 10 | 5 | 6 | 11 |

Table 2 shows the breakdown in complaints between the months of November to January. The table highlights the number of complaints that were submitted each month and the number of complainants that produced the complaints.

The number of complainants relate to the number of unique individuals that complained in that month and if an individual complains in each month they are counted in each month. In this instance the total number of complainants is the total of each month added together.

If you would like a further breakdown of complaints or complainants, please see the FACC Report.



Figures 1 and 2 to the left and right illustrates the comparison between November to January from the previous year in both the number of complaints and complainants.

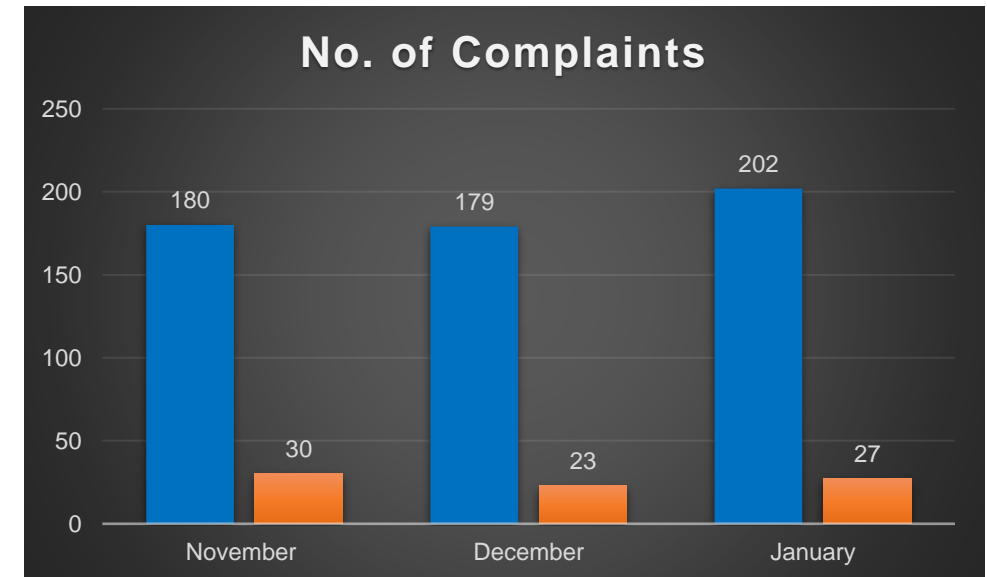


Figure 1 – Number of complainants

Figure 2 – Number of complaints

Complaints Breakdown continued (Nov-Jan)

Table 3 – Complaints breakdown per operation type

| Operation | Runway | Number of complaints |
|-------------|--------|----------------------|
| Arrival | 24 | 48 |
| Departure | 24 | 7 |
| Arrival | 06 | 9 |
| Departure | 06 | 6 |
| Arrival | Heli | 0 |
| Departure | Heli | 0 |
| Flying Club | 24 | 0 |
| Flying Club | 06 | 0 |
| Other* | Other | 10 |

Table 3 refers to the type of operation in use at the time of the complaint. An example is whether it is an arrival or a departure that triggered the complaint.

The Runway in use 24 or 06 and the number of complaints each of these operations generated. Heli refers to the number of helicopter movements that generated complaints.

The flying club are allowed to operate out of the Airport, complaints related to these smaller aircraft designed for general aviation are also captured.

Other is referred to as anything that is not linked to a Farnborough Airport movement such as unrelated, odour, ground noise, no detectable aircraft, out of hours

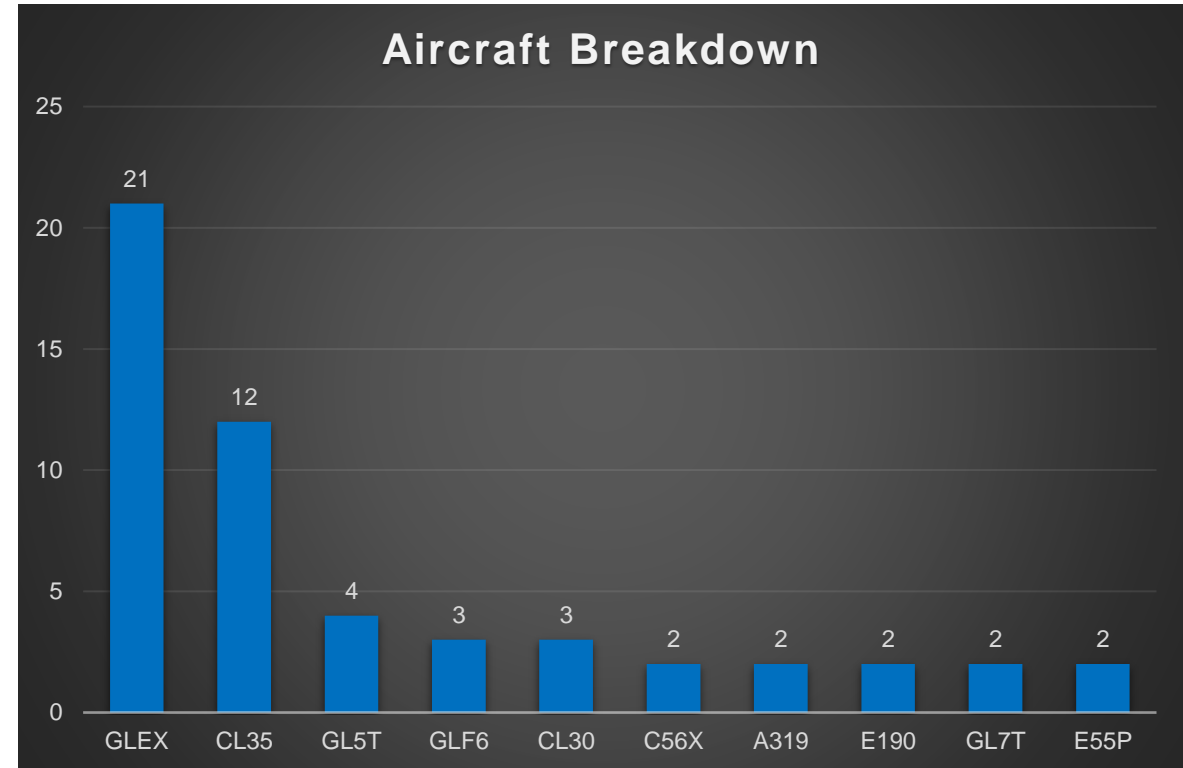


Figure 3 – Complaints breakdown per aircraft type

Figure 3 represents a breakdown of the aircraft types that are linked to each complaint (where applicable). Not all complaints will have a unique aircraft type linked to it, there may be instances where no identifiable aircraft may be linked to the complaint.

Total Complaints in the period November – January was 80

The total number of aircraft types that were complained about was 24.

Overall Complainant Numbers (Nov-Jan)

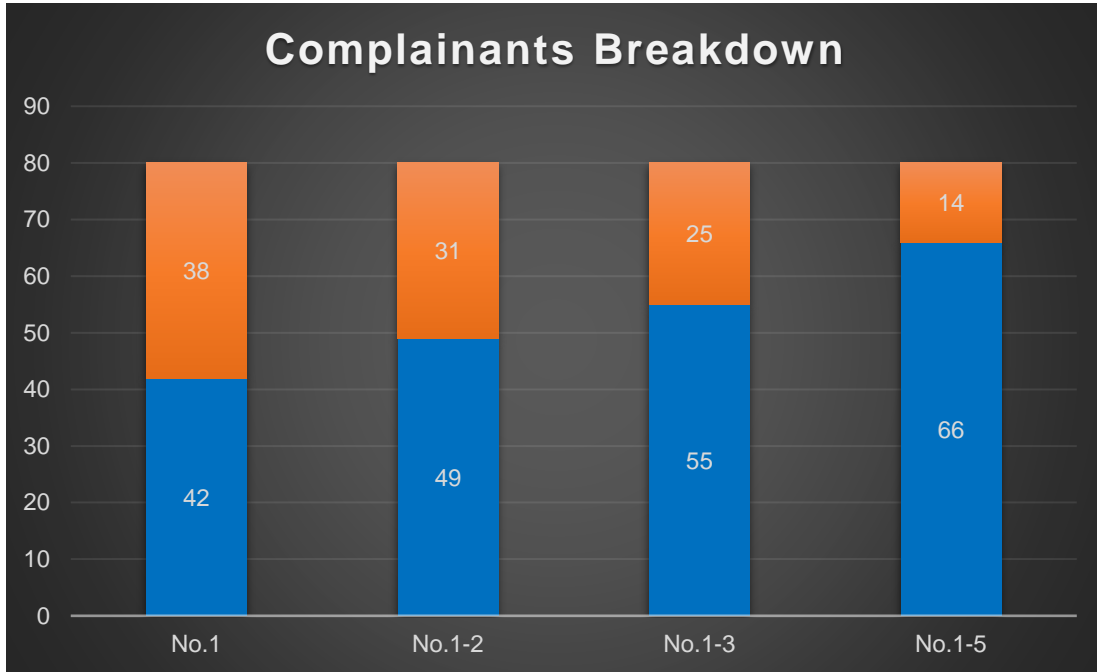


Figure 4 – Breakdown of Complainants (1 to 5)

Figure 4 represents the complaints breakdown and number of individuals that complained. The blue bar shows the number of complaints submitted by the number of individuals displayed at the bottom with the orange bar above it displaying the remaining complaints.

One complainant submitted 42 complaints, this accounted for ~53% of the complaint's submitted between November and January.

Two complainants accounted for 49 complaints which accounts for ~ 61% of all complaints submitted.

Five complainants submitted 66 complaints with accounts for ~83% of all the complaints submitted.

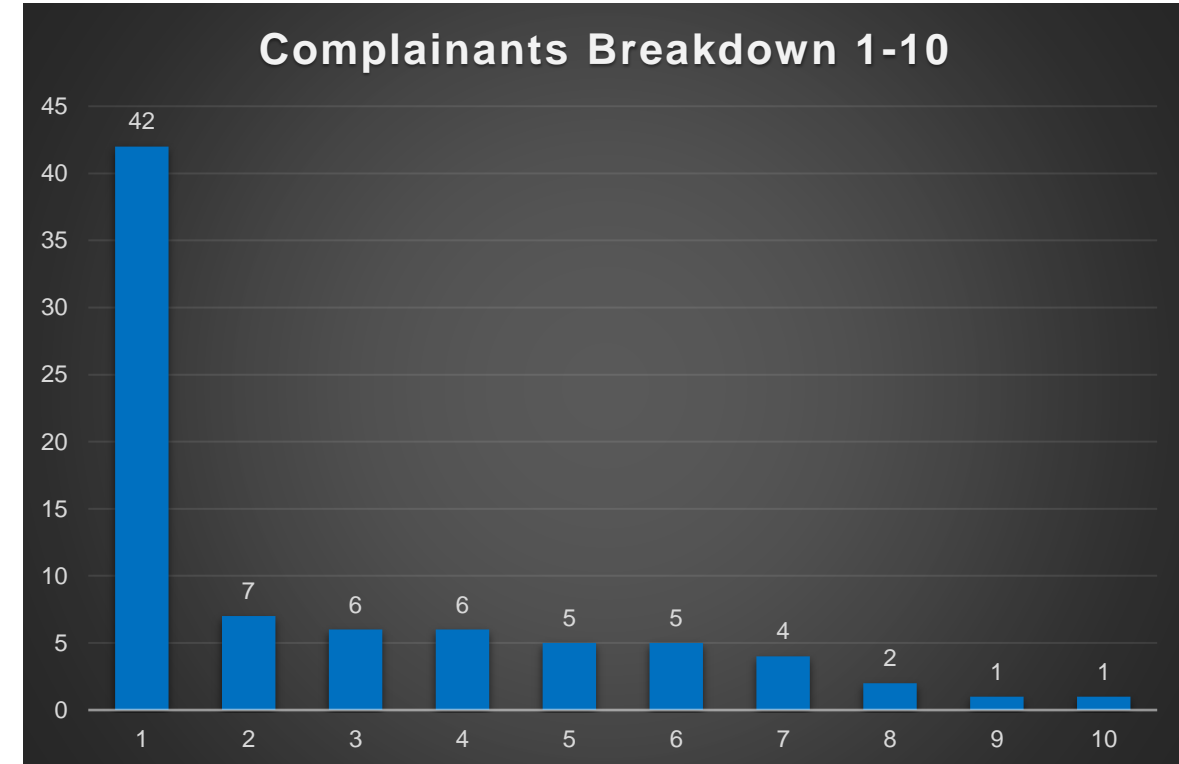
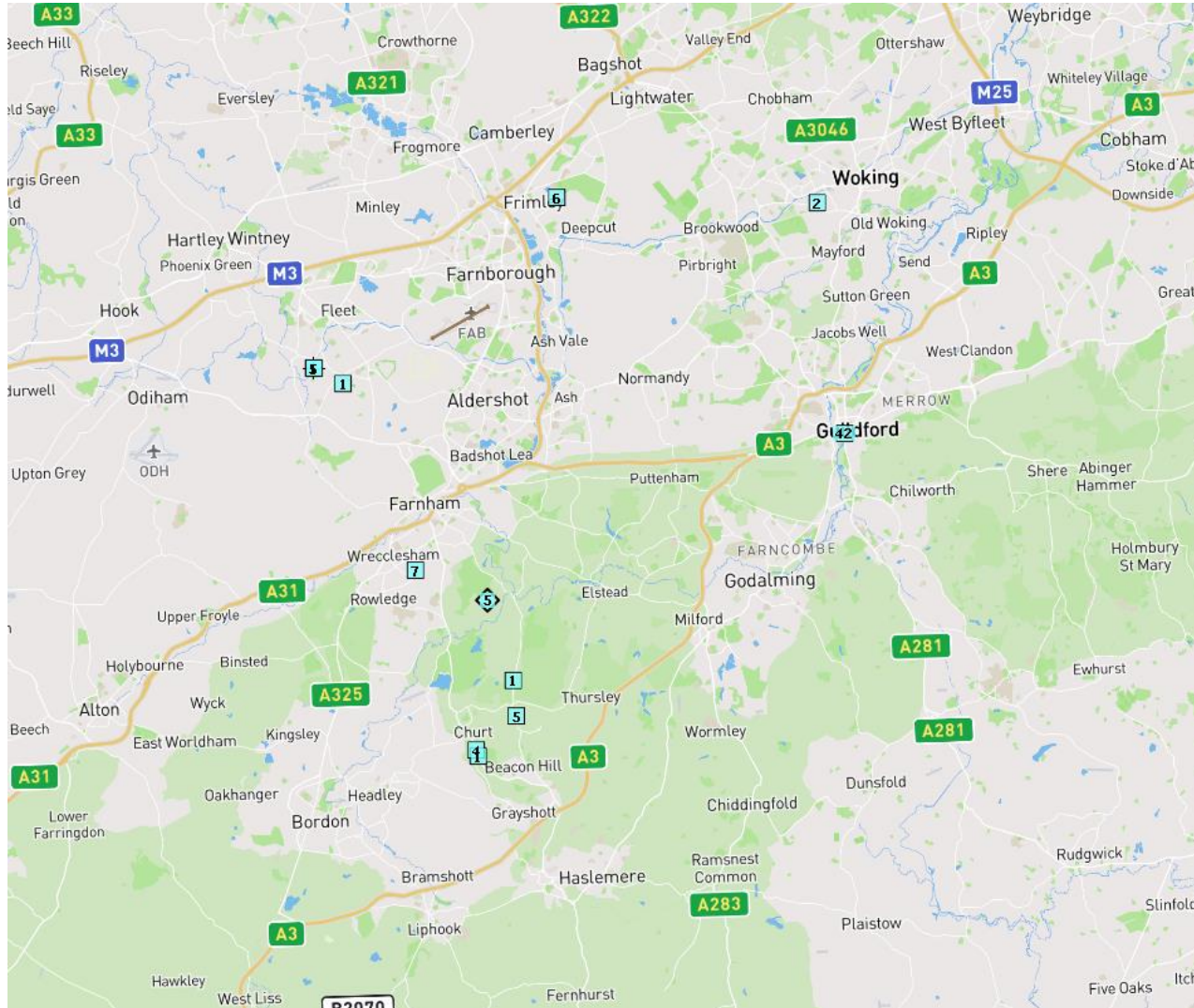


Figure 5 – Breakdown of Complainants (1 to 10)

Figure 5 highlights the breakdown of the complaints received by ten complainants during this period.

For an individual to be in the complainant's graph above, an individual needs to generate 1 complaints.

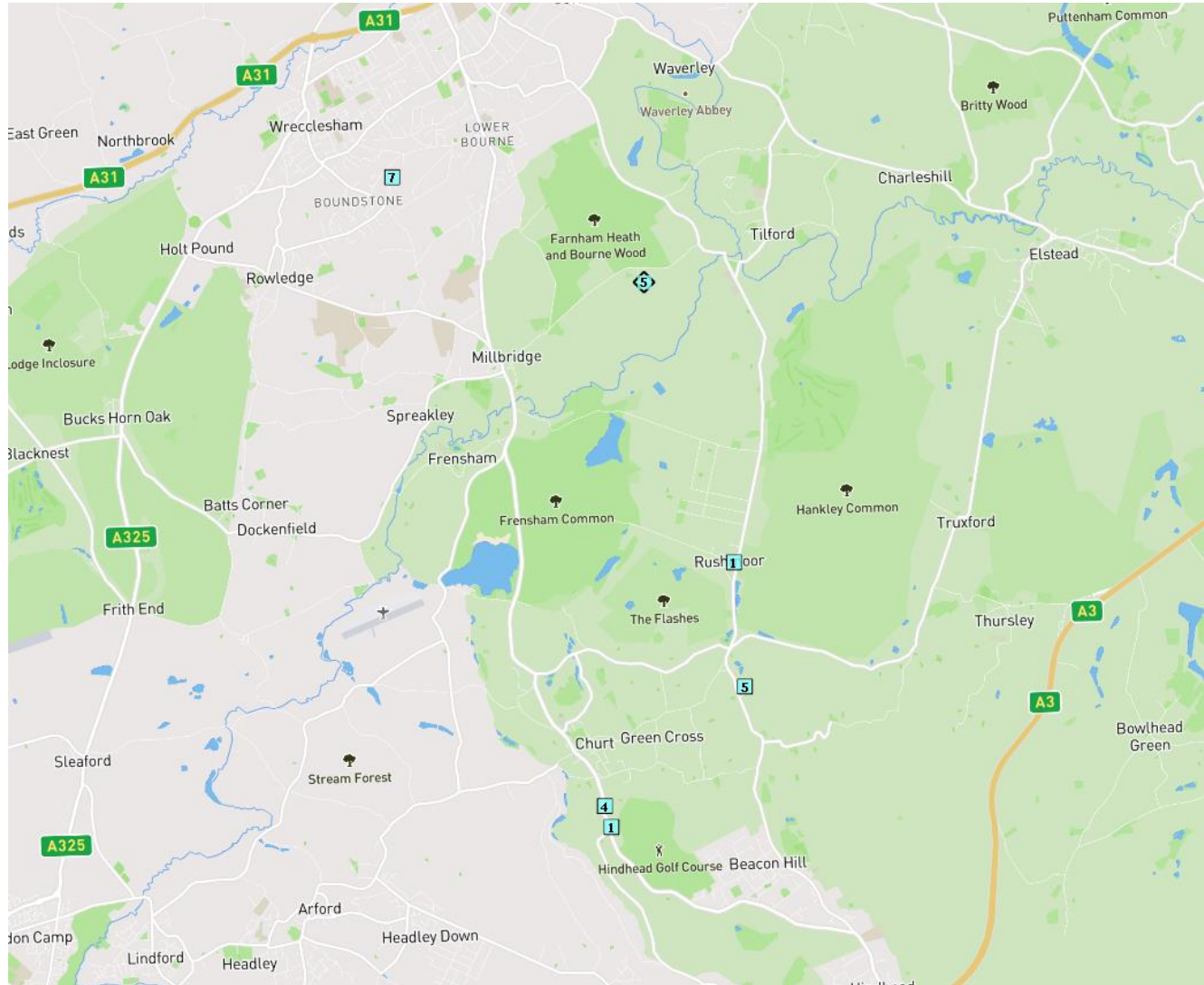
Complainants Map (Nov-Jan)



Locations of each individual that has sent a complaint through any of the four methods previously mentioned.

The blue square denotes the number of complaints sent by the individual.

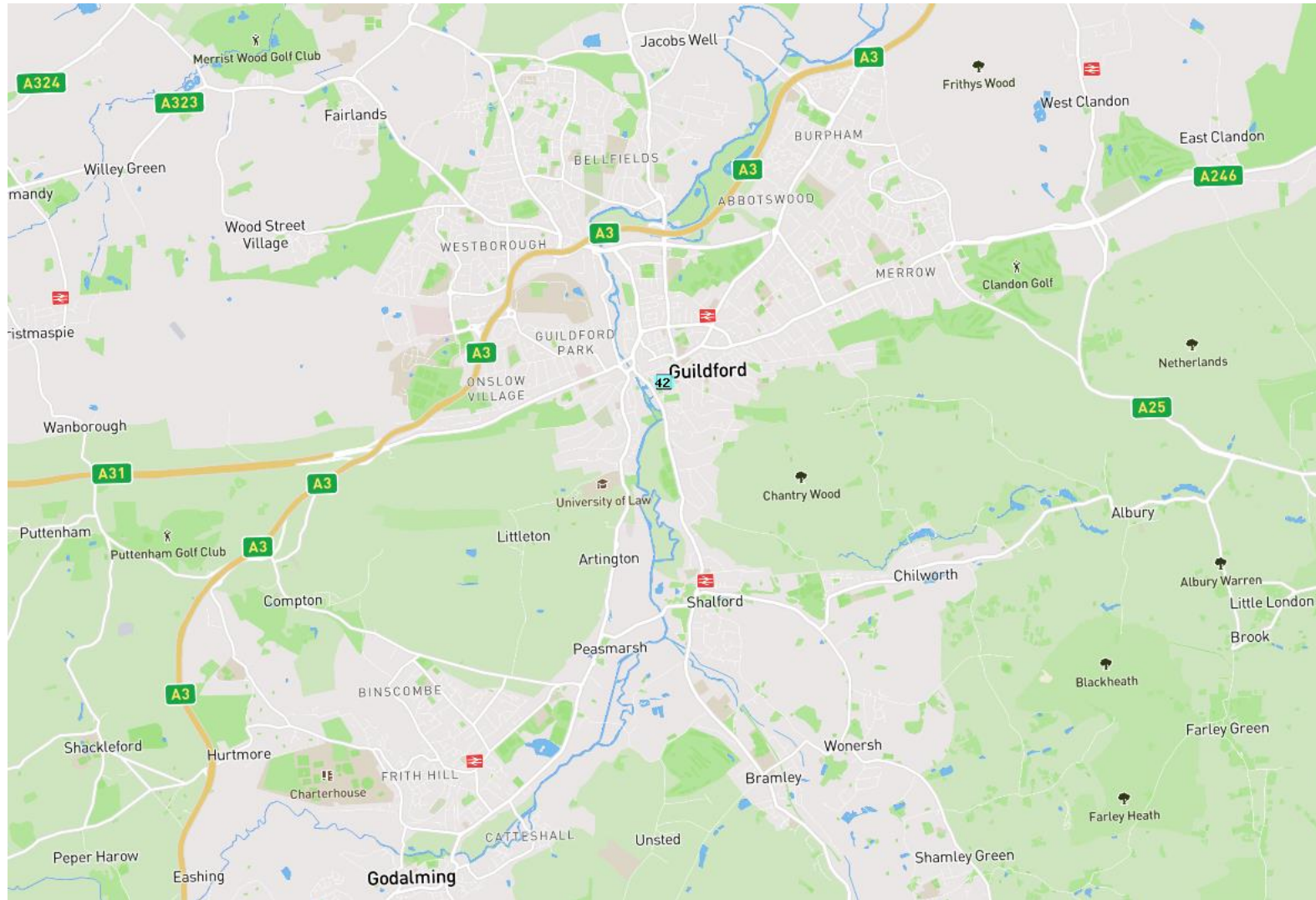
Complainants Map (Nov-Jan)



Locations of each individual that has sent a complaint through any of the four methods previously mentioned.

The blue square denotes the number of complaints sent by the individual.

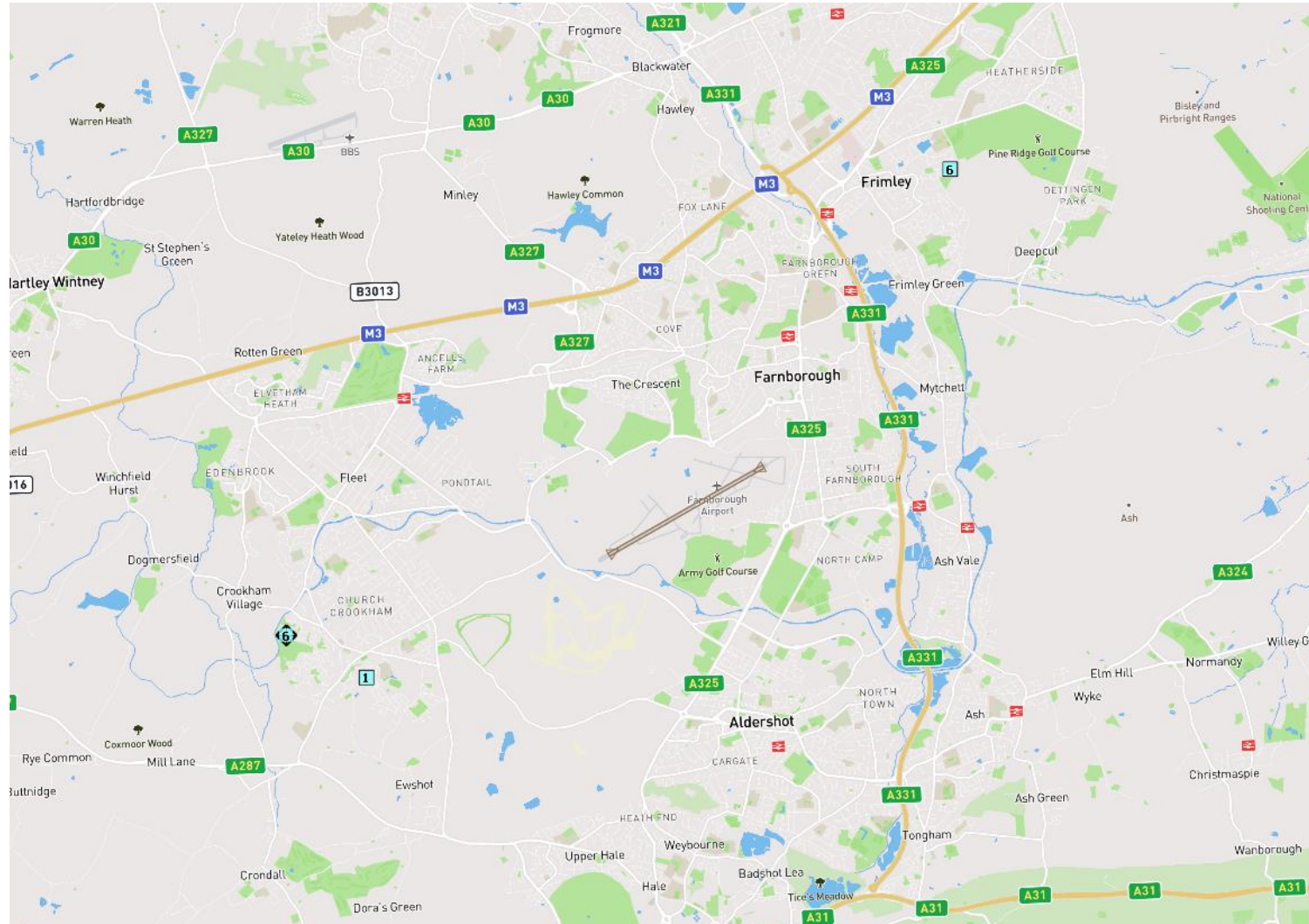
Complainants Map (Nov-Jan)



Locations of each individual that has sent a complaint through any of the four methods previously mentioned.

The blue square denotes the number of complaints sent by the individual.

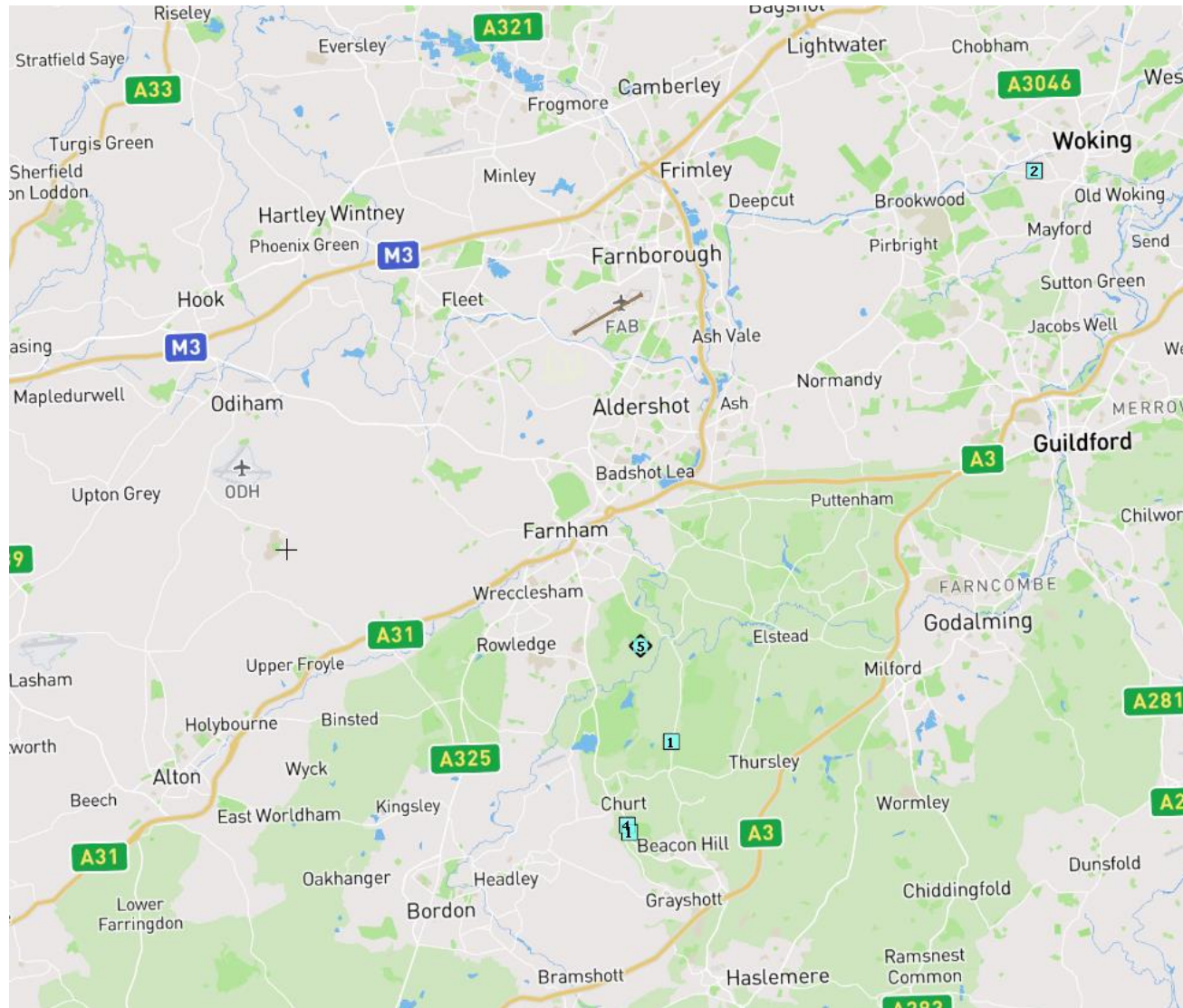
Complainants Map (Nov-Jan)



Locations of each individual that has sent a complaint through any of the four methods previously mentioned.

The blue square denotes the number of complaints sent by the individual.

Unrelated Complainants Map (Nov-Jan)



Locations of each individual that has sent a complaint through any of the four methods previously mentioned.

Please note that these were complaints that were unrelated to Farnborough Airport operations.

Farnborough Airport is unable to comment on aircraft that do arrive or depart from Farnborough.

The blue numbers are the total number of complaints that the individual submitted not the number of unrelated Complaints.

In total five Individuals submitted complaints that were unrelated to Farnborough please see below the postcode which submitted these complaints.

Table 4 – Unrelated complaints breakdown per postcode

| Postcode | No. of Complaints |
|----------|-------------------|
| GU10 | 4 |
| GU21 | 1 |

Postcode Information (Nov-Jan)

Table 5 – Complaints breakdown per postcode

| Postcode | Area | Number of complaints | Number of complainants |
|----------|------------------|----------------------|------------------------|
| GU1 | Guildford | 42 | 1 |
| GU10 | Waverley | 23 | 6 |
| GU52 | Crookham Village | 7 | 2 |
| GU16 | Frimley | 6 | 1 |
| GU21 | Woking | 2 | 1 |

Total Number of Postcodes- 5

Two Postcode accounts for ~81% of complaints

Postcodes were identified using <https://postcodefinder.net>

