

FACC Complaints Report - July to October 2025



Complaints Breakdown (Jul-Oct)

Table 1 – Number of new individuals who complained

Month	Number of new individuals who complained
July	4
August	2
September	2
October	3

Table 1 shows the number of new individuals who have complained and 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 individual who complained was on 28th October 2025.

2024 2025

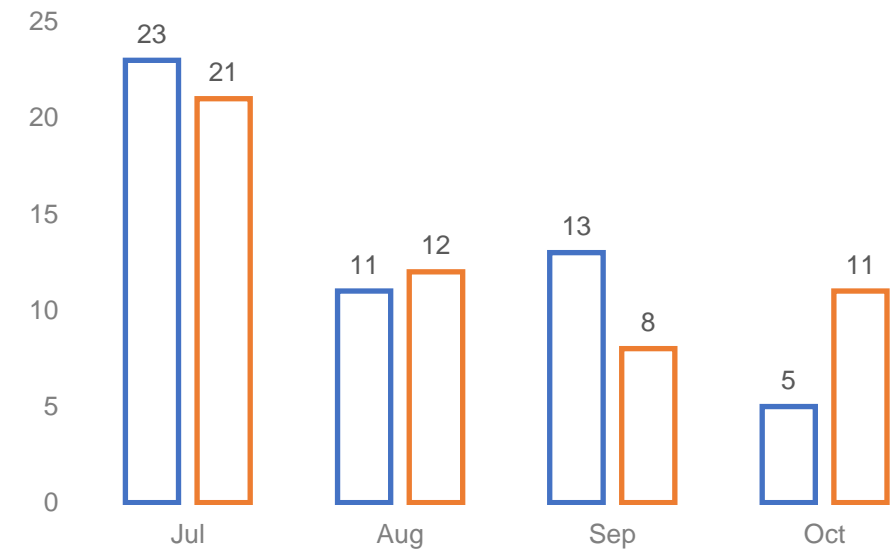


Figure 1 – Number of individuals who complained

Table 2 – Number of complaints and individuals who complained

	July	August	September	October	Total
Complaints	108	72	58	22	260
Individuals who complained	21	12	8	11	36

Table 2 shows the breakdown in complaints between the months of July to October. The table highlights the number of complaints that were submitted each month and the number of individuals who complained.

The number of individuals who complained 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 individuals who complained is the total of each month added together.

If you would like a further breakdown of complaints or individuals who complained, please see the FACC Information Report.

2024 2025

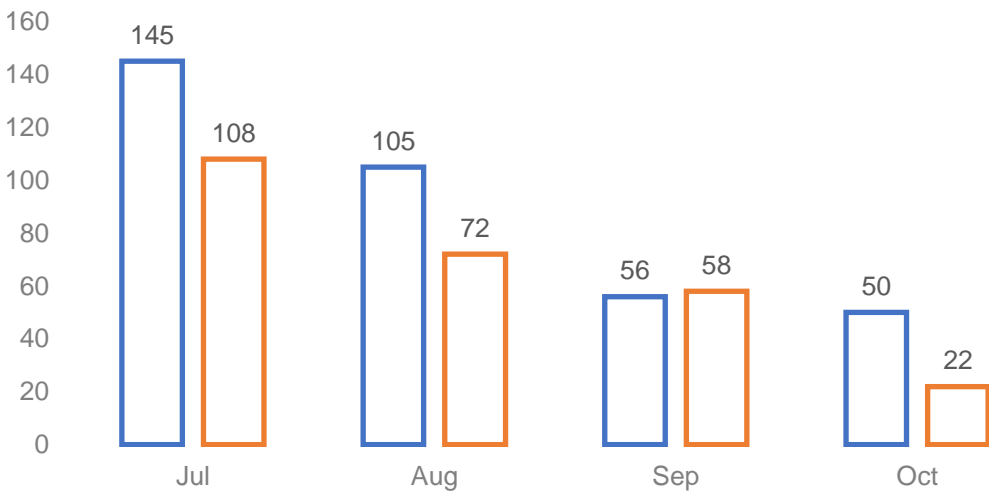


Figure 2 – Number of complaints

Complaints Breakdown continued (Jul-Oct)

Table 3 – Complaints breakdown per operation type

Operation	Runway	Number of complaints
Arrival	24	175
Departure	24	19
Arrival	06	21
Departure	06	16
Arrival	Heli	1
Departure	Heli	1
Flying Club	24	0
Flying Club	06	0
Other*	Other	27

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

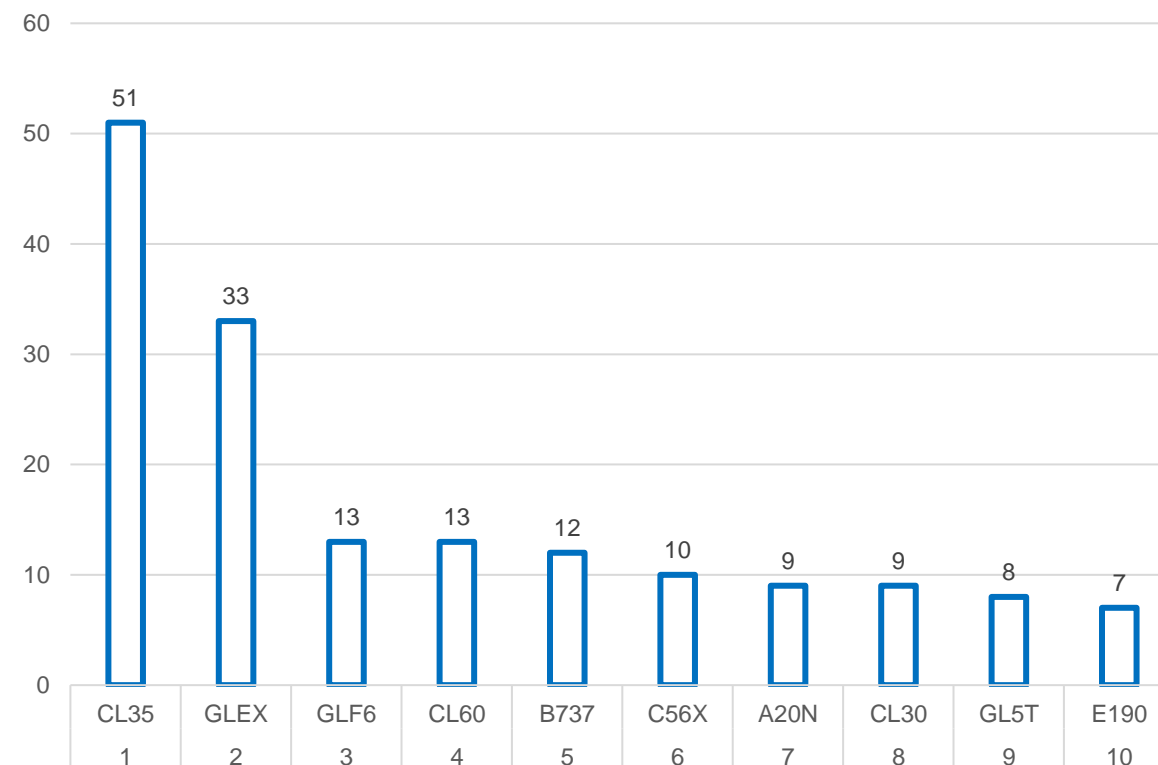


Figure 3 – Complaints by Aircraft Type (Ranked)

Figure 3 represents a snapshot of the aircraft types (ranked 1-10) 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. An example would be an individual complaining about the frequency of flights over their area and not a specific movement.

Total Complaints in the period July– October was 260.

The total number of aircraft types that were complained about was 43.

Overall individuals who complained Numbers (Jul-Oct)

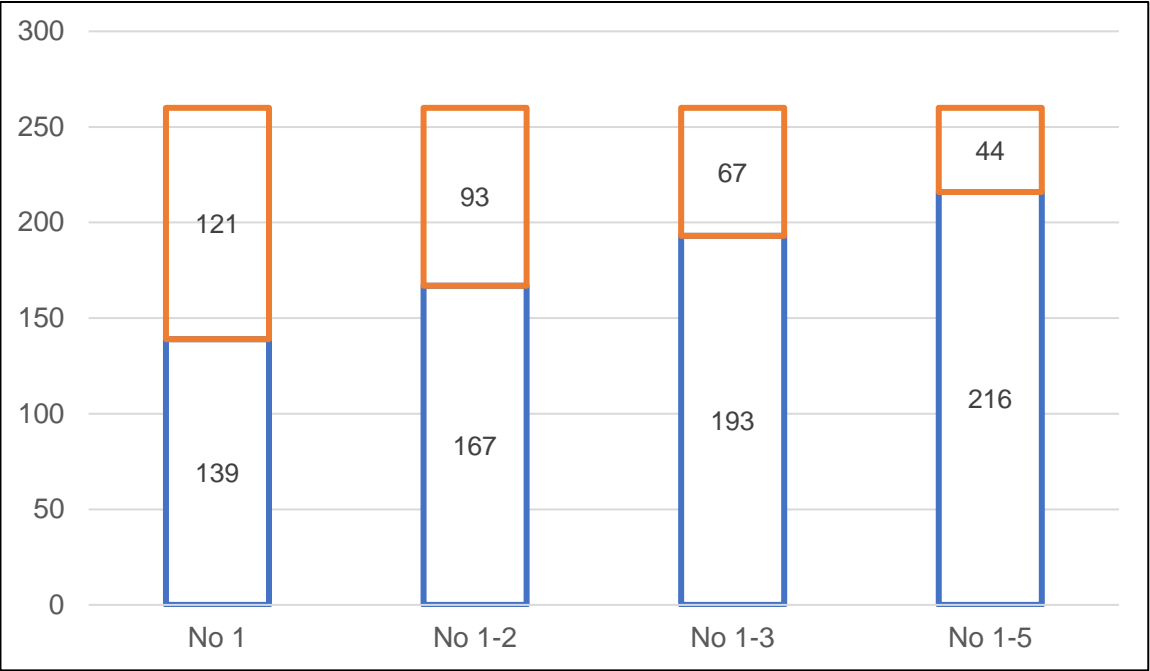


Figure 4 – Breakdown of individuals who complained (Ranked 1 to 5)

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 and the orange bar above it displaying the all the remaining complaints.

One individual submitted 139 complaints , this accounted for ~53% of the complaint's submitted between July and October.

Two individuals accounted for 167 complaints which accounts for ~ 64% of all complaints submitted between July and October.

Five individuals submitted 193 complaints with accounts for ~83% of all the complaints submitted between July and October.

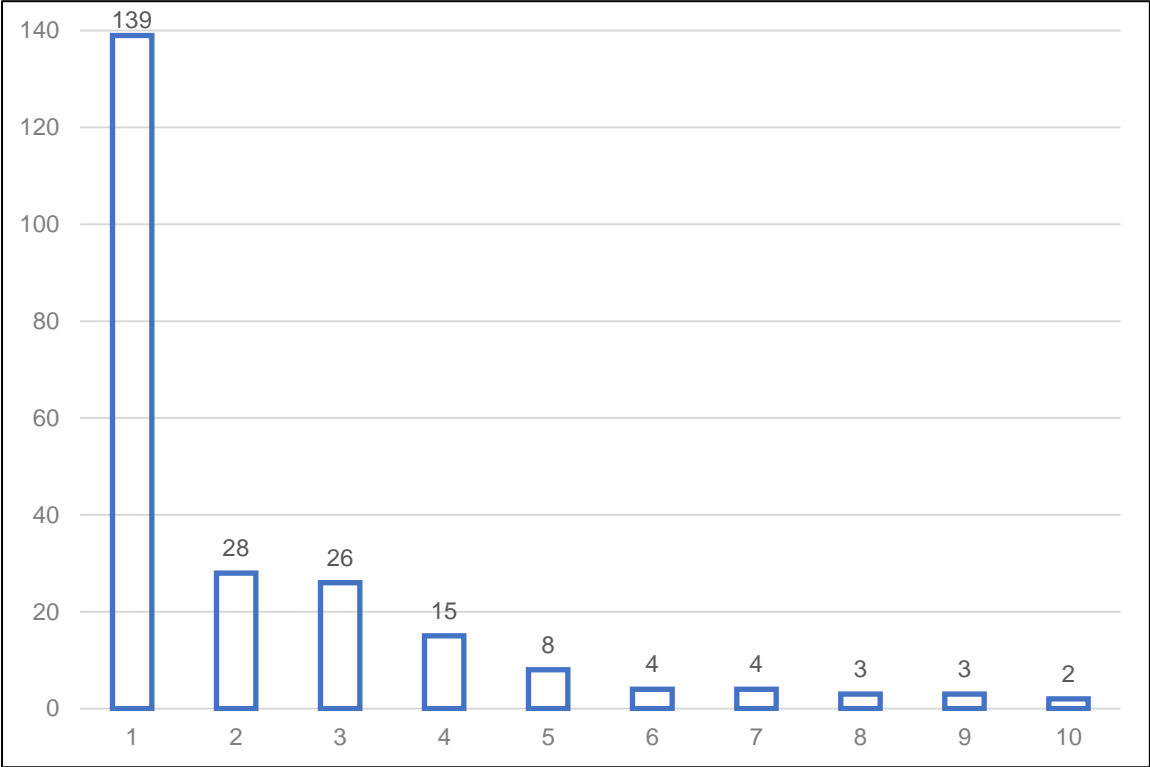


Figure 5 – Breakdown of individuals who complained (Ranked 1 to 10)

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

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For an individual to appear in the graph above, an individual needed to generate 2 complaints.

Postcode Information (Jul-Oct)

Table 5 – Complaints breakdown per postcode

Postcode	Area	Number of complaints	Number of individuals who complained
GU1	Guildford	139	1
GU10	Waverley	63	8
GU52	Church Crookham	32	7
GU14	Farnborough	7	4
GU16	Frimley	4	1
Details not provided (N/A)	N/A	3	3
GU34	Colemore	2	2
RG27	Hartley Witney	2	2
GU22	Woking	2	2
SW17	Wandsworth	2	1
GU21	Woking	1	1
GU9	Farnham	1	1
GU11	Rushmoor	1	1
GU29	Chichester	1	1

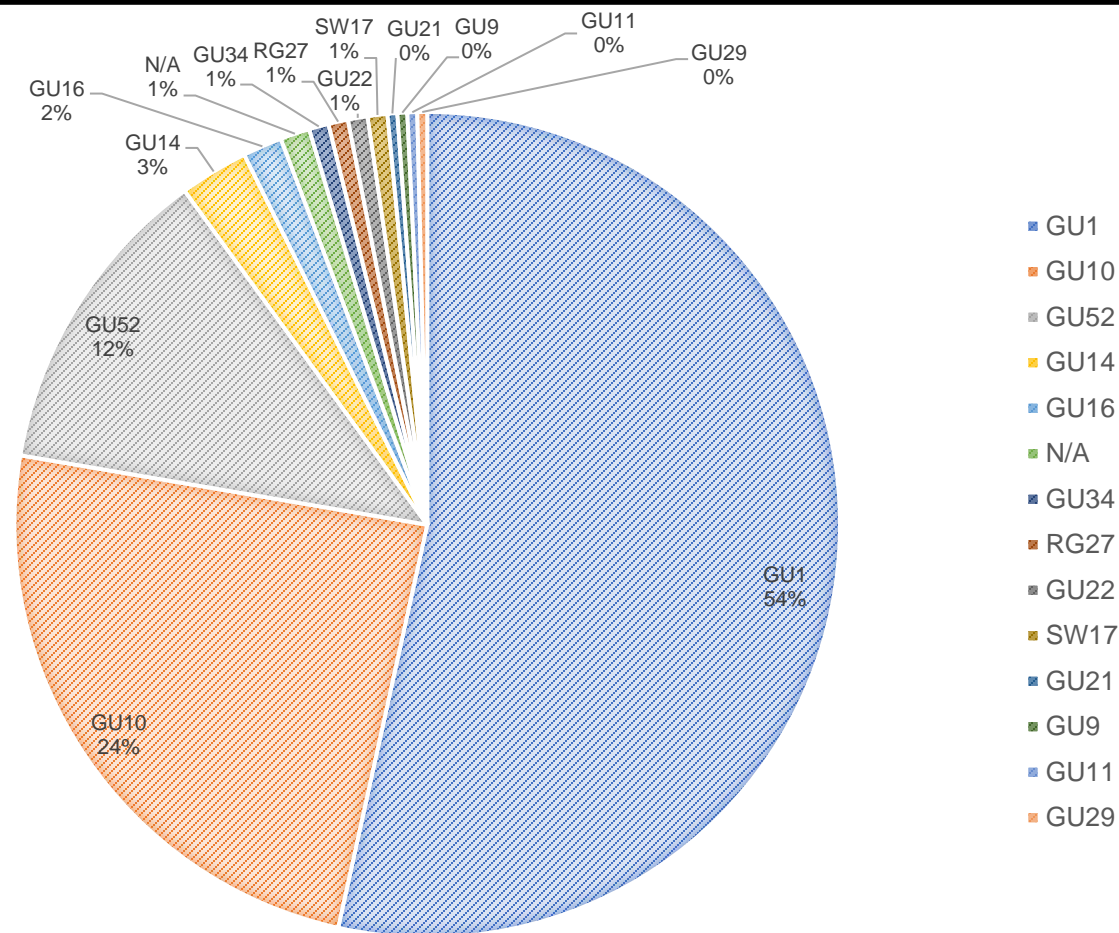


Figure 6 – Breakdown of complaints by postcode

Total number of postcodes - 13 (3 Individuals did not provide sufficient details)

Three postcode account for ~90% of complaints (GU1, GU10, GU52)

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