



# LONDON GATWICK



## POLICY ON HANDLING AIRCRAFT NOISE COMPLAINTS AND ENQUIRIES

### Introduction:

At London Gatwick, the policy for issues such as noise levels and flight paths are set by the Department for Transport (DfT) and the Civil Aviation Authority (CAA) as our Independent Regulator. However, it is our responsibility - working with airlines, National Air Traffic Services (NATS) as our air traffic control provider, as well as the en-route provider) and the Government - to manage and mitigate the effects of aircraft noise arising from operations at London Gatwick.

### Policy Objectives:

Everyone has the right to complain and enquire about aircraft noise issues, and through this policy we aim to:

- Address each individual with integrity and treat their issues raised in an equitable, objective and unbiased manner.
- Provide sufficient information to explain the source of the issue, and where appropriate, what action has been taken or is underway.
- Utilise a digital platform to consistently record, investigate and respond to aircraft noise complaints, whilst delivering a complete record of complaints and enquiries received, transparent to the community, regulator and other stakeholders.

### Submission:

Aircraft noise complaints and enquiries can be made up to 7 days after the disturbance to London Gatwick via one of the following methods:

- Online flight tracker: <https://webtrak.emsbk.com/lgw2>
- Online web-form: <https://viewpoint-eu.emsbk.com/lgw3>
- Automated phone line by calling: [01293 311 568](tel:01293311568)
- Mobile application, available from: <https://viewpoint-app.emsbk.com/lgw3>  
and can be saved by:
  - From iPhone: Tap the box with vertical arrow and select add to home screen
  - From Android: Tap the 3 Menu dots and select save to homepage
- Letter (postage stamp required) to: Airspace & Noise Office  
London Gatwick  
7<sup>th</sup> Floor, Destinations Place  
Gatwick Airport  
West Sussex  
RH6 0NP

In order to deliver the intent of this policy and maintain the integrity of the process, all complaints and enquires regarding aircraft noise made to London Gatwick should be submitted via the channels described above. Complaints and enquiries will not be logged and may not be responded to if made via other means or if received via third parties.

### **Investigation and response:**

We will register, acknowledge and investigate all complaints and enquiries received that have, as a minimum, a full name, valid email address (if applicable) and postal address (including a valid postcode), date/time of the disturbance and the reason for the complaint, otherwise the complaint/enquiry cannot be fully investigated and may not be logged.

Complainants need only contact us once in order to have their complaint given due consideration. Our investigation and response will focus on the issues raised within the noise complaint/enquiry, this may mean that an individual will receive a single consolidated response from London Gatwick in response to multiple complaints and enquiries. We will endeavour to answer all queries and respond to all comments made within the complaint/enquiry as well as directing complainants to additional information provided on our website.

Contacting us more than once about the same issue will not influence the outcome of our response and multiple expressions of dissatisfaction about the same issue are considered to be one issue and not multiple.

We believe that the fairest and most beneficial method for dealing with a complaint/enquiry is to be clear and open about the issue raised. Our response will seek to explain how the airport and our local airspace operates, and the reasons for an unusual event or explain changes to normal operating patterns. In addition, we will seek to outline any relevant noise policies, noise management programmes currently being undertaken by London Gatwick or via one of our engagement groups.

We aim to make available as much detail about aircraft operations as is reasonably practical. The vast majority of this information is available on our website and we may provide links to this information in our response. We may however decline to undertake extensive data gathering exercises in support of individual complaints.

We aim to conclude our investigations within 8 working days of receiving the complaint. If detailed analysis is required that will exceed this period, our response time may be longer. Our primary method of response will be email, however on occasion, hard copy letters may be more appropriate.

Please note, we are not able to investigate aircraft which do not operate to or from London Gatwick, speculate on changes to Government policy, discuss airspace change decisions, comment on public health, changes to flight schedules and take feedback to any consultation events. We may direct the complainant of any non-Gatwick aircraft complaint/enquiries towards other nearby airports to contact.

Where there is concern regarding the health or wellbeing of a complainant, if deemed appropriate, and at the sole discretion of the airport, the complainant may be referred to the relevant authorities for further action.

### **Regular and repeat complainants:**

Where we have explained the policies and noise measures which affect a complainant's postcode area and supplied sufficient information to the extent that we are unable to further enhance understanding, we will notify the complainant of our intention only to register, rather than to respond to, all future complaints. Where this is the case, we will inform the individual of our intention to do this and outline previous correspondence supplied to them. We will no longer provide information unless relevant, however we will continue to register and acknowledge all future complaints.

## Noise complaint escalation:

In cases where individuals are unhappy with how their complaint has been handled, they can request an additional review. In these cases, the complaint, response and any subsequent correspondence will be directed to the Senior Manager.

The Senior Manager will review the correspondence, provide an updated response to the individual noting the outcomes of their investigation. If more information can be provided this will be included in the response. However, should the Senior Manager's investigation deem that the individual has been provided with a full overview of the circumstances raised this will be communicated. The complainant will be advised that there is nothing further that can be added and future complaints regarding the same issue will be registered but no response will be provided. This decision is final.

## Abusive complaints:

London Gatwick will not respond to any complaints made that are of an abusive or threatening nature. Where we deem it necessary, such complaints will be referred to the police for their investigation.

## Community Visits:

We will not arrange home visits to complainants nor provide a telephone call back service. We provide opportunities where complainants can visit the airport to discuss noise and there is an annual Airspace & Noise Public Meeting that normally takes place in December. Residents can register for a place to attend on our website in October/November.

## The use of complaint data:

London Gatwick is committed to protecting your personal information. Whenever you provide such information we are legally obliged to use it in line with all applicable laws. For details, including an explanation of your rights, please see our [privacy notice](#). In line with these laws, summary information from all aircraft noise complaints and enquires made to London Gatwick will be reported on our website and to the Noise and Track Monitoring Advisory Group (NaTMAG).

Complaints are monitored for trends which are used to influence our priorities for noise management purposes. However, changes to flight paths and policies are not made purely on the basis of the numbers of complaints received from a particular area.

Please note that London Gatwick continuously monitors all aircraft operations as part of our on-going commitment to effectively manage the noise climate around the airport. Where there appears to be an unusual occurrence, or a trend emerging, we will investigate regardless of the number of complaints received.