

# Complaints Charter



## 1. Function

The role of the complaints management process is to provide accessible and convenient avenues through which the community can:

- directly contact the responsible department at Farnborough Airport (Sustainability Department)
- raise legitimate complaints in relation to experience of aircraft and their related impacts
- where appropriate, receive specific operational information concerning procedures relevant to reported flights
- receive more general information regarding operating procedures, planning restrictions and permissions.

The wider objective is to develop a responsive, informative, and overall positive relationship with the community, supported by an appropriate level of transparency on aircraft operations.

## 2. Reception

2.1 Complaints are received by Farnborough Airport via one of the following four mediums:

Contact Method	Contact Details
WebTrak	<a href="https://farnboroughairport.com/WebTrak">https://farnboroughairport.com/WebTrak</a>
Telephone (dedicated complaints line)	+44 (0)1252 526001
Email (dedicated address)	<a href="mailto:complaints@farnboroughairport.com">complaints@farnboroughairport.com</a>
Letter	The Sustainability Department Farnborough Airport Farnborough GU14 6XA

2.2 Details of the dedicated telephone line and email address are advertised on the Farnborough Airport, Rushmoor Borough Council (RBC) and Farnborough Aerodrome Consultative Committee (FACC) websites.

## 3. Recording

3.1 Full details of complaints raised through WebTrak are automatically logged on the Farnborough Airport Complaints Database

3.2 The telephone complaints line and email address inbox are monitored daily, together with post delivered directly to the Sustainability Department.

3.3 The names of complainants and all additionally provided contact details are manually entered onto the Farnborough Airport Complaints Database, together with the details of the complaint and the concerns raised.

- 3.4 All complaints are recorded on the database, including complaints raised against activities that are not associated with Farnborough Airport operations.
- 3.5 Supplementary information provided by the complainant that may aid the investigation process is recorded on the Complaints Database.
- 3.6 Where multiple flights are reported as a part of a single complaint, full details are recorded on the Complaints Database, however they are collectively recorded as one complaint.
- 3.7 A complainant's name and postcode must be provided for a complaint to be recorded on the Complaints Database and subsequently investigated. Where a name and postcode have not been provided, however suitable contact details have, a return request for such information will be submitted by Farnborough Airport.

#### **4. Investigation**

The procedure for investigation of complaints will depend on the nature of the complaint:

##### **Complaints related to Farnborough Airport flight operations:**

- 4.1 Using the date, time and postcode supplied by the complainant, reported movements within airport operational hours are identified using the Airport Noise and Operations Management System (ANOMS) up to 10,000ft altitude.
- 4.2 ANOMS data is used to confirm whether the witnessed flight was a Farnborough Airport arrival, departure or a transient flight not operating in connection with Farnborough Airport.
- 4.3 If identified as Farnborough Airport operated, results of the Flight Track Auditing Procedure are reviewed to ascertain whether the flight has been confirmed as operating in accordance with published procedures.
- 4.4 The Environment Team review radio telephony recordings, investigate flight strips and liaise directly with Air Traffic Control for further confirmation of operational circumstances.

##### **Other Operations:**

- 4.5 Reported "Out of Hours" flights are investigated through use of the ANOMS.
- 4.6 Flights identified as non- Farnborough Airport operated are not subject to further investigation as access to details of flights operated from other airports are not available.
- 4.7 Reports concerning ground noise are investigated through reference to Air Traffic Control Watch logs, Movement Logs and Engine Ground Run Logs, to identify activities occurring at the time.
- 4.8 All relevant findings from complaints investigations are detailed on the Farnborough Airport Complaints Database.

#### **5. Response**

- 5.1 On completion of investigations, a response is made to the complainant using a medium appropriate to the contact details submitted by the complainant.

- 5.2 Details of relevant findings are reported to the complainant and, where appropriate, supported by additional evidence such as flight track maps.
- 5.3 All written responses are produced with the aim of addressing the specific complaint of the individual, though may contain portions of standard or pre-prepared information such as common statements concerning restrictions or operational practices.
- 5.4 Responses concerning identified infringements of procedure will contain details of action taken with respect to aircraft operators.
- 5.5 To uphold client confidentiality, responses will not include information concerning any aspect related to details that identify individual aircraft, their origins or destinations, operators, flight crews or passengers.
- 5.6 In cases where a complainant has raised more general issues concerning airport operations (such as increased frequency of flights or general noise), Farnborough Airport will respond with relevant information concerning recent airport activity and current regulations concerning permitted movement numbers, aircraft type / size restrictions or other relevant details of the Town and Country Planning Act Section 106 Agreement.
- 5.7 Farnborough Airport aims to provide complaint responses within 10 working days, though investigations requiring review of Air Traffic Control telephony recordings or other complex investigations may take longer.
- 5.8 The response method, category and date shall be recorded on the Complaints Database.
- 5.9 Copies of written responses are retained in company files for a maximum of four years and used as a reference when responding to complainants on multiple occasions.
- 5.10 In the event of a persistent approach to complaints submission being identified, categorised by the frequency of a complainant's contact hindering consideration of their or other people's complaints, the complainant will be contacted and informed as to why this conclusion has been drawn together with a reminder of the function of the Complaints Charter (refer to section 1).
- 5.11 Where it becomes apparent that the wider objective of the Complaints Charter (refer to section 1) is not being met in relation to a specific complainant and the issues they raise, Farnborough Airport will seek to arrange a site meeting to facilitate:
  - improved understanding the issues being raised by the complainant
  - opportunity for the complainant to raise outstanding questions concerning airport operations
- 5.12 In the event of this opportunity being rejected, or failing to assist in meeting the wider objective, Farnborough Airport reserves the right to limit future responses to a basic acknowledgement of the complaint and provision of a reference number. This approach will not affect the process of recording and reporting complaints (refer to Sections 3 and 5 respectively) or meeting the requirements of the planning agreement.

## **5. Reporting**

- 5.1 Complainants are informed that details of their name, address and complaint (as provided) will be recorded and retained on the Complaints database (for a specified period, refer to section 6.1) using the following:
  - a recorded message on the Complaints Line for complaints received by telephone
  - a return message from Farnborough Airport for complaints received by email
  - a response letter from Farnborough Airport for complaints received by letter

- 5.2 Records of historical complaints received shall be retained (for a specified period, refer to section 6.1) to allow review of previously raised issues and to assist in submission of appropriate responses.
- 5.3 Farnborough Airport is required to provide a range of reports concerning complaints for submission to RBC and the FACC. All personal details shall be omitted from any such reports. Personal details shall include name, house name or number, road name and postcode.
- 5.4 In accordance with the Town and Country Planning Act Section 106 Agreement, complaints reports are submitted to RBC within seven days of the end of each quarter year.
- 5.5 RBC publish the quarterly Complaints Report on their website, such reports contain no personal data.
- 5.6 A more detailed complaints report is submitted to the FACC every four months. All personal details are omitted from such reports.
- 5.7 The FACC publish the FACC Complaints Report on their website with the same format and content as provided by Farnborough Airport.
- 5.8 Charts displaying complaint distribution by postcode are submitted to the FACC for the relevant months in preparation for each FACC meeting. These charts are published on the FACC website and do not include any personal details of complainants.

## **6. General Data Protection Regulations**

- 6.1 Under GDPR, complainant data (including personal details) will be retained up to a period of 4 years in order to inform the response process.
- 6.2 Personal details will not be passed on to third parties of any nature and all related reports submitted by Farnborough Airport will not include complainant personal data
- 6.3 For full details of the Farnborough Airport Privacy Policy, please visit:  
<https://www.farnboroughairport.com/privacy-notice/>

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