

# AIRCRAFT NOISE ENQUIRIES AND COMPLAINTS POLICY

Noise from aircraft operations affect people in different ways and the issues raised vary from one location to another. This policy explains how aircraft noise enquires and complaints can be made to LLA and the steps LLA will take on receipt of such enquiries and complaints.



## 1.0 Executive Summary

- **We will register and investigate all valid aircraft noise complaints.** A valid aircraft noise complaint is one which conforms to the process and information requirements outlined in section 2.0.
- While all complaints will be investigated by our Flight Operations Team, **we will only issue a detailed response in the event that agreed policies or procedures have not been followed.** We will however provide a reasonable amount of relevant information in relation to a specific issue.
- We feel that the most effective way of dealing with enquiries is to be clear and open about existing policies and the measures used to control noise.
- **We will not undertake extensive data gathering exercises for individual noise complaints.** This allows us to concentrate on performance monitoring and any improvements that might be possible.
- **We will continue to monitor performance against our Noise Action Plan.** This is carried out continuously and is not dependent on the receipt of complaints.
- **We will maintain a proactive working relationship with our local airline community to enhance performance at the Airport.**
- **We will continue to work with local community representatives** via the LLACC (London Luton Airport Consultative Committee), NTSC (noise and track sub-committee) and other forums we are part of within the local community.
- **We will continue to regularly publish information on performance.** This will be via our annual and quarterly monitoring reports which are published on our website.

## 2.0 Receiving Correspondence & Data Protection

The best way to make an aircraft noise complaint to London Luton Airport is via our online flight tracking system TraVis (<http://travisltn.topsonic.aero>). Complaints (and enquiries) can also be made by email ([noise.enquiries@ltn.aero](mailto:noise.enquiries@ltn.aero)) or by calling 01582 395382 (24hr automated line). Complaints submitted to any other email address, including those sent to individual LLA staff members or directors, will not be investigated, recorded or acknowledged. All complaints which are correctly submitted to us, will be investigated by LLA, but those made via TraVis will be prioritised.

Unless otherwise specified in this policy, every complaint received by LLA will be recorded, however where complaints are made about noise incidents caused by multiple aircraft within one email or online form, this will be categorised as a general disturbance and only one complaint will be registered. Where complainants wish to report noise, incidents caused by multiple aircraft and would prefer these to be registered as separate complaints, each noise incident should be reported using a separate online complaint form or email, each containing the required information in the body of the email or form.

We will provide information to every first-time complainant explaining our policies and the routes aircraft take. After this we will only provide additional detail in the event a complaint relates to an aircraft not following LLA's policies and procedures for example an aircraft off-track or a noise violation.

An acknowledgement will be provided to all complaints about aircraft, that upon investigation, have been found to follow LLA's policies. These complaints will still be recorded and form part of our quarterly and annual data reporting.

We categorise complaints under the following headings:

General Complaint	Explanation
General Noise	When a complaint is received relating to airborne aircraft noise (which does not relate to only a single aircraft) which occurred between the hours of 07:00 and 22:59.
Night Flight Noise	When a complaint is received relating to airborne aircraft noise (which does not relate to only a single aircraft) which occurred between the hours of 23:00 and 05:59.
Early Morning Noise	When a complaint is received relating to airborne aircraft noise (which does not relate to only a single aircraft) which occurred between the hours of 06:00 and 06:59.
Ground Noise	When a complaint is received relating to a noise generated by aircraft on the ground at the airport.
Specific Complaint	
Too Low	When a complaint is received relating to a single aircraft which is perceived to be flying too low.
Too loud	When a complaint is received relating to a single aircraft which is perceived to be too loud between the hours of 07:00 and 22:59.
Off Track	When a complaint is received relating to a single aircraft which is perceived to be flying "off track".
Night Flight	When a complaint is received relating to a single aircraft which is perceived to be too loud between the hours of 23:00 and 06:59.

In order to investigate an enquiry or complaint, we need to receive certain personal information from the complainant. As a minimum the following must be provided in each complaint:

- Name.

- Address (including postcode).
- In the case of a specific noise incident, the date and time of the particular flight or ground noise disturbance and any other information which may help us identify the aircraft.

Should we not receive a complainant's name or address we will respond to them (if we have sufficient information to do so), requesting their full address including postcode to fully log and investigate the complaint. Should we not receive a response from the complainant which includes the requested details, that complaint will not be registered.

For more details about personal information we collect, how we collect it, why we collect it, what we do with it, how long we keep it and what the data subject's rights are, please see our privacy notice at [Privacy Notice - London Luton Airport \(london-luton.co.uk\)](https://london-luton.co.uk/privacy-notice).

## 2.1 Use of public flight tracking websites

If a complainant only provides the screen prints from flight tracking software (such as Flightradar 24) or a list of times that will be insufficient for us to thoroughly investigate a noise complaint. Complaints of this type will not be registered and we therefore request that residents instead use our online TraVis system to make a complaint.

## 2.2 Abusive or threatening correspondence

Our staff will not respond to any correspondence that could be considered of an abusive, discourteous, or threatening nature. Where we deem it necessary, such complaints will be handed to the police for investigation. It is also our policy not to respond to a complaint where we deem there to be an misuse of our complaints service, for example by use of alias names.

## 3.0 Investigating Correspondence

We can only investigate noise complaints relating to aircraft situated at, or travelling to or from, London Luton Airport. We aim to investigate the majority of complaints and enquiries within 8 days (providing that sufficient information is supplied). If we receive a very high volume of correspondence in a short time period, or third-party investigation is required, we may not always be in a position to respond within the 8-day time period.

Our performance against this target will be presented to the Noise and Track Sub Committee on a quarterly basis. The Noise and Track Sub-Committee (NTSC) is a subcommittee of the London Luton Airport Consultative Committee (LLACC). Information about the scope and remit of the NTSC and LLACC can be found [here](#).

## 4.0 Monitoring Aircraft Operations

We monitor all aircraft operations at London Luton Airport on a daily basis, including each aircraft's adherence to departing and arriving noise procedures (e.g. track keeping – ensuring all aircraft remain within the noise preferential routes, and CDA – Continuous Decent Approach's on a daily basis). Where an aircraft has not complied with the published policies or procedures we will investigate. We carry out these investigations irrespective of whether we receive a specific complaint or not.

Should an aircraft breach our policies and procedures this will be reported directly to the airline and escalated with them as well as the pilot of that aircraft to establish a reason for this.

## 5.0 Provision of Information

We aim to provide as much detail as is reasonably practical whether it is a general or specific enquiry. First-time complainants will receive a summary introduction letter, enclosing an “Aircraft Noise Control at London Luton Airport” pack which explains the airport operations and current route maps.

While we wish to be as helpful as possible, we have to consider the resources available to us and the needs of other enquirers to ensure that all are treated fairly and equally. We will consider each request on its own merit based on what’s been previously supplied, to consider whether any further information will help to facilitate the individual’s understanding. Provision of extensive data in individual cases can sometimes lead to misinterpretation and misunderstanding due to its technical nature.

We would recommend such requests are channelled through the relevant local representative of the LLACC.

## 6.0 Regular Correspondence

Whilst we will always take residents’ feedback seriously, where we believe that we have explained the policies and procedures that may affect a resident and previously provided sufficient amount of data to the extent that we are unable to further enhance understanding, we will notify the individual of our intention to continue to register and acknowledge their future complaints, but will no longer provide any further explanation or information to them, unless relating to abnormal aircraft operations, (an aircraft breaches our policies and procedures).

If a complainant registers 30 or more complaints in any 30 consecutive day period, we will categorise the complaint as a “regular complainant”. Each complaint from a regular complainant will be treated in accordance with the usual procedures set out in this policy, except that we will not respond to them but continue to register each complaint.

We sometimes receive large numbers of complaints made on behalf of other people or individuals delegating the task of registering complaints. Where we believe that a complainant is complaining on behalf of another person in order to duplicate another complaint or artificially increase the number of complaints, we will acknowledge their complaints but will not register them.

## 7.0 Public Surgeries & Meetings

We may at times arrange public noise surgeries or meetings with local residents. Public surgeries and meetings are intended to provide an opportunity to members of the public to discuss our policies and the measures used to control noise in a constructive manner. We may cancel an event, or refuse to meet with a complainant, for any reason, including if there are any concerns over the wellbeing of our staff, if we do not feel the event or meeting will be constructive, or if it becomes apparent that an attendee wishes to use the forum other than for its intended purpose.

## 8.0 Reporting

A report is generated each Quarter detailing information about aircraft operations and submitted for review to the London Luton Airport Consultative Committee (LLACC) and the Noise and Track Sub Committee (NTSC). These reports include numbers of complaints received, the number of residents that have been in contact with us and a summary of their main concerns, highlighting any significant changes and trends during the period. All the statistics are publicly available in our quarterly reports from <https://www.london-luton.co.uk/corporate/community/noise/quarterly-monitoring-report>

## 9.0 Additional Information

**TraVis** – our online flight tracking system shows details of all aircraft departing and arriving at the airport. It shows the exact track, noise produced and altitude of the aircraft. It is also possible to make a complaint through this system.

<http://travisltn.topsonic.aero/>

**Noise Action Plan (NAP)** – Our NAP has been prepared in response to the Environmental Noise Directive (2002/49/EC) which was required all Member States within the European Union. This has since been taken forward into UK law. The law instructs airports to produce Noise Maps and Action Plans for the main sources of environmental noise.

<https://www.london-luton.co.uk/corporate/community/noise/noise-action-plan>

### Civil Aviation Authority Contact Details:

The Civil Aviation Authority (CAA) is the regulatory body for airports in the United Kingdom. Should you wish to contact the CAA, please find the contact details at: <http://www.caa.co.uk/default.aspx?catid=288>. If your enquiry is of a general nature, please email: [infoservices@caa.co.uk](mailto:infoservices@caa.co.uk).

### London Luton Airport Consultative Committee (LLACC) Contact Details:

LLACC is a committee made up of a number of representatives that are each from areas the airport impacts. The aim of the committee is to ensure a wide range of views as possible is made available to the London Luton Airport management team so they can take account of the issues which are of concern to those using the airport, working at it, or living around it.

Address: London Luton Airport Consultative Committee

c/o London Luton Airport Operations Ltd

Percival House, Percival Way, Luton, Bedfordshire, LU2 9NU

Tel: 01582 395049

Website: <https://www.london-luton.co.uk/corporate/the-llacc>