

Noise Complaints Procedure

The objective of this policy is to detail Newcastle International Airport Ltd's (NIAL's) approach to noise complaints generated by aircraft activity. In setting out the policy we hope that all parties will be clear on the complaints process.

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.

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.
- 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 making possible improvements.
- 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 NIAL Airport Consultative Committee (ACC), Noise Sub Committee (NSC) and other forums we are part of within the local community.

2.0 Complaint method

The following method of communication can be used to submit a noise complaint.

- **WebTrak**
<https://eu.webtrak.aero/ncl4>

Complainants using the previously used Noise email inbox will be directed to use the WebTrak form. Complaints submitted to other email addresses, including those sent to individual NIAL staff members or directors, may not be investigated, recorded, or acknowledged.

3.0 Complaint investigation

On receipt of a complaint, investigation will be carried out by the Sustainability Team, liaising with members of Air Traffic Services where required. The Noise Desk system provides detailed information on aircraft location, altitude, aircraft type, and operator. The system demonstrates if the aircraft is compliant with the Standard Instrument Departures (SIDs) or Standard Terminal Arrival Routes (STARs). If the aircraft is non-compliant, Air Traffic Services are consulted to establish the circumstances surrounding the operation and whether any operational factors affected the aircraft route.

4.0 Complaint response

We aim to respond to complaints within ten working days. However, there may be circumstances where this is not achieved due to high volume of complaints, or where resources are required on other projects. We will try to provide enough information to answer the complainant's question in language which can be easily understood. However, due to the complexity of air traffic management, some level of technical language could be used.

5.0 Behaviour

Any display of disrespectful behaviour including swearing, abuse or aggressive use of language will not be tolerated. If such behaviour is exhibited, the complainant contact will be terminated. The Airport Police will be contacted if any behaviour appears threatening to a member of staff.

6.0 Persistent complainants

This policy considers persistent complainants as those recording multiple complaints on a regular basis for a prolonged period of time. If a complainant registers 30 or more complaints in any 30 consecutive day period, we will categorise the complaint as a "persistent complainant". Each complaint from a persistent 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 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).

7.0 Recording complaints

All complaints are recorded by NIAL. WebTrak allows a complainant to complain about a specific aircraft movement, or a general noise complaint. These are flagged in the system as different types of complaint. A summary of complaints is reported to senior management at NIAL, the NSC and the ACC on a quarterly basis.

8.0 Complaints escalation

If the complainant would like to escalate the complaint further than the Airport Company, complaints should be directed to the [Civil Aviation Authority](#).

9.0 GDPR

Under GDPR, complainant data (including personal details) will be retained to inform the response process.

For full details of the Newcastle International Airport Privacy Policy, visit <https://www.newcastleairport.com/corporate/privacy-policy/>