

# TAG Farnborough Airport Complaints Charter



## 1. Reception

1.1 Complaints are received by TAG Farnborough Airport (TFA) via one of the following three mediums:

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

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

## 2. Recording

2.1 The telephone complaints line and email address inbox are monitored daily together with applicable post that is delivered direct to the Environment Department.

2.2 The name of complainants and all additionally provided contact details are entered onto the TFA Complaints Database together with the details of the complaint and the concerns raised.

2.3 All complaints are recorded on the database, including complaints raised against activities that are not associated with TFA operations.

2.4 Supplementary information provided by the complainant that may aid the investigation process is recorded on the TFA Complaints Database.

2.5 Where multiple flights are reported as a part of a single complaint, full details are recorded on the TFA Complaints Database, however they are collectively recorded as one complaint.

2.6 Name and postcode must be provided in order for a complaint to be recorded on the complaints database and subsequently investigated. Where name and postcode have not been provided however suitable contact details have, a return request for such information will be submitted by TFA.

### **3. Investigation**

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

#### **Complaints related to TFA flight operations:**

- 3.1 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.
- 3.2 ANOMS data is used to confirm whether the witnessed flight was a TFA arrival, departure or a transient flight not operating in connection with TFA.
- 3.3 If identified as TFA 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.
- 3.4 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:**

- 3.5 Reported "Out of Hours" flights are investigated through use of the ANOMS.
- 3.6 Flights identified as non-TFA operated are not subject to further investigation as TFA do not have access to the details of flights operated from other airports.
- 3.7 Reports concerning ground noise are investigated through reference to the Air Traffic Control Watch logs, Movement Logs and Engine Ground Run Logs, in order to identify activities occurring at the time.
- 3.8 All relevant findings from complaints investigations are detailed on the TFA Complaints Database.

### **4. Response**

- 4.1 On completion of investigations, a response is made to the complainant using a medium appropriate to the contact details submitted by the complainant.
- 4.2 Details of all relevant findings are reported to the complainant and, where appropriate, supported by additional evidence such as flight track maps.
- 4.3 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.
- 4.4 Responses concerning identified infringements of procedure will contain details of action taken with respect to aircraft operators.
- 4.5 In cases where a complainant has raised more general issues concerning airport operations (such as increased frequency of flights or general noise), TFA 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.

- 4.6 TFA 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.
- 4.7 The response method, category and date is recorded on the TFA Complaints Database.
- 4.8 Copies of all written responses are retained in TFA files as a reference when responding to complainants on multiple occasions.

## **5. Reporting**

- 5.1 All complainants are informed that details of their name, address and complaint will be recorded on the TFA Complaints database using the following:
  - a recorded message on the Complaints Line for complaints received by telephone
  - a return message from TFA for complaints received by email
  - a response letter from TFA for complaints received by letter
- 5.2 Records of historical complaints received are retained to allow review of previously raised issues and to assist in submission of appropriate responses.
- 5.3 TFA are required to provide a range of reports concerning complaints for submission to RBC and the FACC. All complainants are given the opportunity to have their personal details omitted from any such reports. Personal details shall include name, house name or number and road name.
- 5.4 In accordance with the Town and Country Planning Act Section 106 Agreement, all complaints and associated details are reported to RBC within seven days of the end of each quarter year.
- 5.5 RBC publish the quarterly Complaints Report on their website with all personal details omitted.
- 5.6 A detailed complaints report is submitted to the FACC every four months including complainant name and address, complaint, identified aircraft information, details of identified procedure infringements and TFA response. The personal details are omitted for all complainants that have made a request via the recorded complaints line, complaints email, by letter or by any other medium.
- 5.7 The FACC publish the FACC Complaints Report on their website with the same format and content as provided by TFA.
- 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.

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