



POLICY FOR HANDLING AIRCRAFT NOISE COMPLAINTS

Introduction

Aircraft operations affect people in different ways and the issues raised vary from one location to another.

As a responsible aviation Company, 2Excel works proactively to predict any potential noise conflicts and introduce mitigating actions that can prevent unnecessary disturbance. We undertake to give due consideration when planning aircraft operations, such as considering the nature of activity we need to undertake – including lifesaving duties on behalf of third-party customers – as well as the locations, the times, and the flight profiles which we may be able to adapt if we believe noise may become a factor.

Additionally, we will work with our partners and other stakeholders to consider the use of pre-warnings and publicity for our activities, wherever and whenever appropriate. This is particularly important for unusual or ad hoc operations, such as training deployments to areas away from our home bases, where the presence of our aircraft may cause a nuisance or could alarm residents not used to seeing 2Excel-type flying.

This policy sets out how we receive enquiries and deal with complaints; it also outlines the process for those who wish to make a complaint.

- We will log and investigate all valid complaints. A valid complaint is one which conforms to the process and information requirements described in this policy.
- All names and addresses submitted will be treated as confidential and are not used for any purpose other than logging complaints.
- Complaints will be held on file for three years and any personal data will be deleted after the third anniversary of submission.
- 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 provide a reasonable amount of relevant information in relation to a specific issue however, we will not repeatedly provide the same information or substantial amounts of data.
- We will not undertake extensive data gathering exercises in individual cases. This allows us to concentrate on performance monitoring and any improvements that might be possible.
- We will continue to monitor our noise performance continuously and this is not dependent on receipt of complaints. Where there appears to be something unusual occurring, we will investigate.
- We will continue to regularly publish information on performance.

How to make a complaint

An aircraft noise complaint can be made to us by completing the noise enquiry form on our website at www.2excelaviation.com/noise or by email at noise@2excelaviation.uk, although complaints made in writing or by telephone are still acceptable.

Every contact (an email, letter, telephone call, or online form) will be logged, however where complaints are made about multiple aircraft events within one contact, this will be categorised as a “general disturbance” and only one complaint will be logged.

Where complainants wish to report multiple aircraft events, and wish these to be logged as multiple complaints, these complaints should be made using separate online forms or emails.

We categorise complaints under the following headings.

General Complaint

- Noise - When correspondence is received relating to aircraft noise in general.
- Night Flights - When correspondence is received relating to aircraft noise in general during the night-time period.
- Early Morning Noise - When correspondence is received relating to aircraft noise in general during the early morning period.
- Ground Noise - When correspondence is received relating to noise generated within the aerodrome site boundary.

Specific Complaint

- Too Low - Reporting one specific aircraft which is perceived to be flying too low.
- Too loud - Reporting one specific aircraft which appeared significantly louder than normal.
- Off Track - Reporting one specific aircraft which is perceived to be flying off track.
- Night Flight - Reporting one specific aircraft that was particularly disturbing during the night.

To investigate an enquiry or complaint it is essential that we are provided with enough information.

As a minimum the following must be provided:

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

Any details given to us will be used solely for the purpose of investigating the enquiry or complaint.

Screen grabs alone from flight tracking software such as FlightRadar 24 or a list of times does not provide the necessary information required to allow us to thoroughly investigate, and we regret that complaints of this type will not be logged.

We will not respond to any correspondence made of an abusive 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 when there is deemed to be an abuse of the service.

Investigating correspondence

We can only investigate aircraft operations related to 2Excel Aviation.

We aim to investigate and respond to complaints and enquiries within 8 days (providing that sufficient information is supplied).

Where we receive a remarkably high volume of correspondence, or third-party investigation is required, we may not always be in a position to meet this standard.

Monitoring aircraft operations

We monitor aircraft operations daily including departing and arriving noise abatement procedures (eg: track keeping and CDA) and where there appears to be something unusual occurring or where it appears that an aircraft has not complied with the published procedures then we will investigate. We do not only do this in response to complaints/enquiries.

Provision of Information

We aim to make as much detail available as we can about aircraft operations where it is in the public interest to do so. However, due to the nature of our operations some of what we do is Government-related and therefore may be confidential.

Therefore, each request for information above the general description of the flight will be considered on its merits, based on the circumstances of the complaint.

We will consider the amount of information already provided, the resources required to process the request and whether the information seems likely to enhance further understanding.

We may, however, decline to undertake extensive data gathering exercises and we may be unable to provide full details of our operations due to the nature of our contracts.

Regular Correspondence

Whilst we will always take residents' feedback very 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.

Any resident who has logged 30 or more complaints in any 30 consecutive days will be identified as a regular complainant.

Receipt of large numbers of complaints made on behalf of other people or individuals delegating the task of registering complaints.

Where we have reasonable belief that someone is complaining on behalf of another person to duplicate complaints, we will acknowledge their future complaints, but will not register them.

Reporting

Numbers and summary details of noise complaints will be reported quarterly at the 2Excel Executive Board meeting and appropriate actions discussed when necessary.

This Policy forms part of our Operations and Communications effort and was introduced to address complaints about noise from aircraft. The UK Government's Aviation Policy Framework, which sets out overall objectives for aviation, includes a chapter on noise and other local environmental impacts which sets out the context for this subject.

2Excel Aviation's Executive Board provides the ultimate mechanism for consultation on any matter concerning the management or administration of our operations which affects the interests of other users of our shared facilities such as airports and airfields, local authorities and any other organisation representing the interests of local people or individuals.

This policy will be reviewed in light of feedback from within the Organisation or as a result of persistent complaints from local authorities or affected members of the public and will be revised when deemed appropriate.

This policy will be subject to periodic review.

If your enquiry is of a general nature, please email: info@2excel.uk or write to us at:

2Excel Aviation Limited
Hall Farm 2
Sywell Aerodrome
Northamptonshire
NN6 0BN
United Kingdom

Further reading:

Civil Aviation Authority - [Noise - Overview | Civil Aviation Authority \(caa.co.uk\)](#)