

How we investigate community concerns

This leaflet explains how we investigate environmental concerns that are raised from our local community.

How to contact us

Firstly, if you wish to raise a concern, perhaps about a specific aircraft operation using Birmingham Airport or an environmental impact that has affected you, then you can contact us in a number of ways:

Online Form: <https://online.bhx.co.uk/forms/noisecomplaint.aspx>

Email: environmentteam@birminghamairport.co.uk

Telephone: 0121 767 7433 (an answer phone is available to leave a message out of normal office hours).

Post: Environment Team, Diamond House, Airport Way, Birmingham, B26 3QJ

We also hold regular community outreach sessions where you can raise concerns in person. Times and locations are on our [website](#).



How we record your concerns

All concerns raised are logged and the number and type of concerns are reported publicly. It is important to us that we understand our impacts and therefore we regularly review the type, number and areas that complaints are received from.

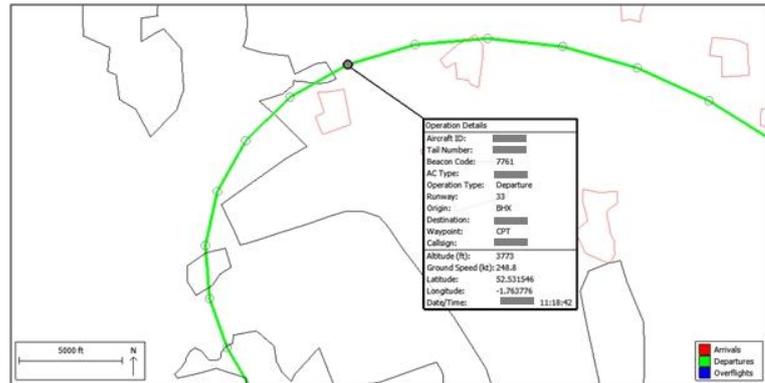
All complaints are logged on our Aircraft Noise and Operations Management System (ANOMS). You can find out more about this system in the section below.

How we investigate an aircraft operation complaint

Birmingham Airport use ANOMS to log and also investigate complaints. ANOMS is a sophisticated software programme used in airports across the world to monitor aircraft operations.

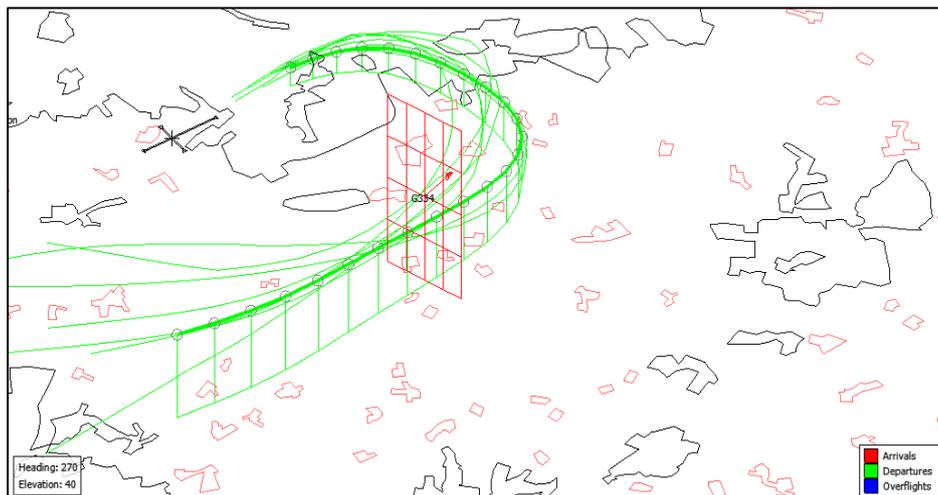
Actual radar and flight data is loaded into the system along with data from our 6 community noise monitors.

If the concern raised is about an aircraft at a specific time we can load the radar tracks and “tag” a section of the flight path to find out the type of aircraft and its height. The system also links the aircraft movement to any noise events at our noise monitors so we can see what noise level it registered.



Example ANOMS aircraft track analysis.

If the concern is over a longer period of time we create a “gate” and analyse the aircraft that passed through the gate during that time.



Example analysis of aircraft tracks over time through a gate. Shown in 3D.

As well as using ANOMS we also use information from Air Traffic Control, our Airfield Duty Managers and the Airport Control Centre. These all hold comprehensive logs of activity on our airfield and nearby airspace and can help to pinpoint the reason for any unusual disturbance.

How we get back in touch

We aim to get back to you within 5 working days. We can contact you by letter, phone or email, so let us know if you have a preference.

Keeping in touch

It is worth checking our website and [twitter feed](#) (@bhx_community) where we regularly issue notifications about airport activities that may affect our local communities.