

# Complaints Policy

## Our policy on how we handle your complaints about aircraft activity at Birmingham Airport.

We recognise that our location close to large population centres and the nature of aircraft operations means that residents will sometimes wish to complain about aircraft activity at Birmingham Airport. This information explains how complaints are received and processed by the Sustainability Team, the service we provide and how you can get the best from it.

### Receiving Complaints

We will register every complaint we receive. However, in order to provide the best possible service, we need to receive enough information. As a minimum, you should provide your name, your address and postcode, and specific details of your complaint. This should include the date and time of the incident and the reason for your complaint (for example, was the aircraft noisy, low or off-track).

By far the best way to register your concern is via our dedicated complaints form, which is easy to complete and prompts you for the information we need to provide the best possible service. You can find it on our web site at: [www.birminghamairport.co.uk/community-complaint](http://www.birminghamairport.co.uk/community-complaint)

Recently, we have noticed a trend for complaints to be e-mailed to us in the form of screen prints from flight tracking software such as Flightradar24. This does not provide the information we need to investigate complaints, which we do by using our own dedicated noise and track-keeping system which provides far more information than is available via these applications. We will disregard information provided in this format and request that residents instead use the complaints form on our web site.

Please note that we retain all names and addresses but only for the purposes of recording complaints. We will never make them public or use them for any purpose other than registering complaints. Please also note that while we recognise that correspondents may be upset at the time of registering their complaint, we will not respond to anyone using threatening or abusive language

### Investigating Complaints

We aim to investigate all complaints. However, this may not always be appropriate or feasible. Our first consideration is whether or not sufficient information has been provided (see above). Complaints about a 'general increase in noise' are very difficult to investigate, which is why we ask for specific information. Such complaints often correspond with the sustained use of

the runway in a certain direction which increases aircraft movements in particular areas. This will be the result of weather conditions dictating the direction in which the runway is used. In addition, some residents refer to aircraft being off course, or 'off-track'. We will use our sophisticated noise and track-keeping system to investigate to ensure that aircraft are following the correct procedures, working with our airline and air traffic control partners to take action where necessary.

### **Providing Information**

We aim to respond to complaints within five working days. However, where we receive a very high volume of complaints, or where resources are required in other areas of our work, we may not always be in a position to meet this standard. Our responses will often make use of information leaflets or links to our web site, where we try to provide information on the sometimes-complex issues involved in air traffic management in a jargon free and readily accessible way. Where requests for information are made as part of a complaint, we will consider each request on its merit and while we wish to be as helpful as possible, we have to consider the resources available to us and the needs of other complainants to ensure that all callers are treated fairly and equally. We will take a view on whether or not an individual's requests for information are taking a disproportionate amount of our time and resources.

### **Regular callers**

We sometimes receive large numbers of complaints from individual callers. While we will always take all concerns seriously, where we believe that we have explained the policies and procedures that may affect an individual's situation but that we have reached a point where additional correspondence will not further enhance their understanding, we will notify the complainant that we will continue to register complaints, but we will no longer disadvantage other residents by expending time and resource in investigation. Any cases will be reported to the Airport Consultative Committee (see below).

### **Analysis and Reporting**

We will analyse complaints on a quarterly basis to establish what trends are emerging. This ensures that we can keep abreast of current community concerns and, where issues are developing, consider any action that may reduce disturbance.

The Airport Consultative Committee (ACC) provides an opportunity for the exchange of information between the Airport and interested parties including industry partners, local authorities and representatives of resident's groups. It makes recommendations to the Airport management and provides an opportunity to reach common understanding between all parties about the nature of the Airport's operations.

Each quarter we report to the ACC on the number of complaints received, the number of correspondents that have been in contact with us and we summarise their main concerns, highlighting any significant changes and trends during the period. In this way, all complainants can be assured that their complaints are publicly and transparently reported.

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