

# Reduced Night Noise (RNN) Trial

## Noise Complaints and Enquiries Procedure

### 1. Introduction

This document describes the process to be undertaken when a noise complaint or enquiry is raised during the RNN trial operational period.

### 2. Logging a Complaint/Enquiry

Throughout the trial period, members of the public will have access to existing platforms for submitting complaints and enquiries to Gatwick Airport. These platforms are detailed on Gatwick Airport Ltd's (GAL) Business and Community website<sup>1</sup> and are summarised below:

- Through Gatwick's [online flight tracker](#)
- Completing an online [noise complaint form](#)
- Calling an automated phone line: 01293 311568
- By post to (you'll need a stamp):
  - Airspace Office
  - Gatwick Airport Ltd
  - 7th floor, Destinations Place
  - Gatwick Airport
  - West Sussex RH6 0NP
- Via the mobile phone app

There will be no limit to the number of complaints and enquiries that can be submitted by an individual or an organisation during the trial period. All complaints and enquiries will be handled in accordance with GAL's extant complaints handling policy, available on its website [here](#).

Any noise complaints submitted directly to the CAA through its Airspace Change Portal ([link](#)), will be redirected by the CAA to GAL for review and handled in accordance with complaints handling policy referred to above.

### 3. Assigning a Complaint/Enquiry to the Trial

Complaints and enquiries will be reviewed by GAL on a weekly basis where possible. Complaints and enquiries made during the trial operational period will be identified by examining the date and time of the disturbance and when the complaint was logged. It is important to identify which are raised as a result of the trial and which are not related. Please note that GAL will process all complaints and enquiries in line with its extant policy referred to above.

Trial participation will be determined by reviewing NATS' record log of participation and also the feedback received from pilots. An additional check will be provided by GAL using their Airport Noise Monitoring and Management System (ANOMS).

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<sup>1</sup> <https://www.gatwickairport.com/business-community/aircraft-noise-airspace/noise-enquiries/>

#### 4. Analysing Complaints and Enquiries

The Trial Sponsor (GAL) is required to collate and monitor the level and content of complaints and enquiries once the airspace trial has been implemented. Complaints are handled in accordance with the complaints handling policy and privacy policy available on GAL's [website](#).

Once a complaint has been assigned to an aircraft participating in the trial, it is important to identify the following:

1. Reason for the complaint/enquiry
2. Location of the individual and aircraft
3. Aircraft type
4. Noise monitor data (if appropriate)
5. Aircraft track profile

For the first month of the trial, fortnightly reports will be submitted to the CAA by GAL. Subsequent to this, reports will be submitted to the CAA on a monthly basis. CAA reports will contain the following with all personal details anonymised:

1. Correlation of each complaint/enquiry to a location, track profile and aircraft type
2. A summary of complaint/enquiry received
3. Identification of particular concerns raised which may require further investigation
4. Identification of new individuals

In addition, the report will include an overview of trial engagement activities undertaken during the reporting period.

If the basis of the complaint/enquiry and not just how many have been made, suggests that the trial is not resulting in the anticipated outcomes, the CAA will investigate further using the criteria below (in line with CAP1616):

- A complaint containing new information on environmental impacts that differ significantly from what was proposed in or expected from the trial.
- A complaint containing evidence of significant health effects that are not being mitigated.
- A complaint containing information relating to operational issues, including safety issues, that haven't previously been identified.

Note: due to the need for manual collection of noise data from the trial mobile noise monitors, a possible delay may be incurred when analysing noise events related to aircraft noise complaints/enquiries.

#### 5. Responding to Complaints/Enquiries

On receipt of a complaint/enquiry, GAL will respond in line with its established policy, available on its website [here](#). Based on the nature of the feedback received, GAL may provide additional information on their website as the trial progresses.

#### 6. Reporting

A summary of noise complaints will be provided to the CAA in trial progress report. A full review will be included in the final trial report.