

**Procedures for Aircraft Noise Enquiries/Complaints****AIRSERVICES  
AUSTRALIA*****Procedures for Aircraft Noise  
Enquiries/Complaints***

	Name/ Position	Signature	Date
Prepared by:	Ian McLeod Aircraft Noise Information Manager		22 July 2010
Approved by:	Paula McMahon Manager Environment & Climate Change		22 July 2010

## Procedures for Aircraft Noise Enquiries/Complaints

### Note

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### Amendment Record

The document is reviewed annually and changes cannot be made without the approval of the Manager Environment & Climate Change and GM Safety & Environment.

Issue	Amended (Section and summary of amendment)	Amended by	Approved by	Approval date
1	All	I McLeod	P McMahon	22 July 2010

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## Procedures for Aircraft Noise Enquiries/Complaints

### *Service Provided by the Noise Enquiry Unit*

#### **Overview**

Airservices is a Commonwealth Agency and therefore is required, under the Commonwealth Government Service Charters (<http://www.apsc.gov.au/charters/>), to provide an avenue for the public (as the client) to provide feedback and make complaints on its operations in accordance with AS10002-2006.

Airservices Australia is also responsible for handling noise enquiries, comments and complaints concerned with aircraft operations in accordance with the Airports Act 1996 and Ministerial Directions of 29 May 1996 and 3 May 1999 (M37/99) that are made in accordance with the Air Services Act 1995.

#### **Functions**

A key component of Airservices handling of noise enquiries, comments and complaints is the functions performed by the Noise Enquiry Unit (NEU).

Airservices uses the following definitions for the three types of contacts that the public can make:

- Enquiry – a question about aircraft operations where an explanation or justification is sought from the NEU.
- Comment – an opinion about aircraft operations made by a client where no explanation or justification is expected.
- Complaint - a report of aircraft operations about which the client is dissatisfied.

The term “complaint/s” is a generic descriptor in terms of Airservices’ internal processes used throughout this document to refer to noise enquiries, comments and complaints from the public.

The Noise Enquiry Unit (NEU) is a national service that:

- provides information to the public and industry on aircraft noise;
- records and collates complaints data in a meaningful and efficient way;
- provides regular reports of complaints data to key stakeholders;
- provides feedback on the complaints received to the rest of Airservices Australia to enable improvements to services provided by Airservices; and
- provides information rather than resolution<sup>1</sup>.

#### **Delivery Principles**

Complaint handling is performed in accordance with the following five principles:

- Fairness (respectful and courteous communication, honestly presenting the facts)
- Accessibility

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<sup>1</sup> For those cases where a complaint requires some form of resolution this will be conducted at the 3<sup>rd</sup> or 4<sup>th</sup> level management.

## Procedures for Aircraft Noise Enquiries/Complaints

- Responsiveness
- Efficiency
- Integration (enquiries and complaints from members of the public are treated as part of Airservices' core business).

These principles are consistent with

1. *Better Guide to Complaint Handling*, Commonwealth Ombudsman (<http://www.ombudsman.gov.au/docs/better-practice-guides/onlineBetterPracticeGuide.pdf>)
2. *Better Guide to Managing Unreasonable Complainant Conduct*, Commonwealth Ombudsman ([http://www.ombudsman.gov.au/docs/better-practice-guides/Online\\_UnreasonableComplainantConductManual\\_CwthOmb.pdf](http://www.ombudsman.gov.au/docs/better-practice-guides/Online_UnreasonableComplainantConductManual_CwthOmb.pdf))

### **NEU Code of Practice**

In dealing with members of the public NEU Specialists are required to:

- treat complaints seriously and promptly,
- treat complainants fairly and without bias,
- communicate in a polite and respectful manner, and
- display professionalism even when dealing with challenging behaviour.

Complainants and enquirers are expected to:

- be courteous when dealing with the NEU,
- co-operate with the NEU when their complaint is being dealt with, and
- be cognisant of Airservices having the right to decide what issues will be investigated, and the time and resources that will be allocated to the enquiry or complaint.

### **Access to the service**

The NEU is staffed 9am-5pm Mon-Fri except for public holidays and receives complaints/enquiries by letter, telephone, fax or internet (email, online form or WebTrak). Information about the NEU services is provided on Airservices website and may also be reflected on other industry websites including airports, Department of Infrastructure, Transport, Regional Development and Local Government (DITRD LG) and community organisations.

### **Record Keeping**

All complaints, however received, are stored in a central complaints database, referred to as the Noise Complaint Monitoring System (NCMS), and are assigned a unique identification number.

Some personal information is collected, as this enables causes for the complaint and complaints history to be investigated. All information is handled in accordance with Airservices' Privacy Policy, <http://avnet/docs/security/pol/c-pol0008/c-pol0008.pdf>

Reports of complaint data are provided to airport operators, airport community committees and to Airservices' management.

## Procedures for Aircraft Noise Enquiries/Complaints

### Key contacts

National Operations Centre (NOC)	#5134 or #5662
Manager, Security and Crisis Planning	#4323
CIA Corporate Communication	#4867
AsA - Property (Service desk)	#4777
CASA-Office of Airspace Regulation	13 1757
DITRDLG	02 6274 7111

### Procedures – Complaint Handling

These procedures apply to all forms of complaint lodgment - letter, fax, internet or phone.

Consistent with privacy legislation, personal information collected from complaint lodgement is added to Airservices Australia's NCMS database and used for the purpose of responding to and managing individual enquiries and complaints. Where appropriate, personal information may be disclosed to airports or other related parties in the course of resolving these enquiries and complaints. Airservices will neither use the personal information for any other purpose, nor disclose it to any other unrelated party without consent.

NEU Specialists will:

- Receive and respond appropriately to complaints and enquiries about aircraft noise, aircraft operations, flight paths (includes prospective property purchasers), 'rules of the air', fuel dumping/venting/odour events, wake vortex incidents and aircraft condensation trails (contrails).
- Accurately and comprehensively record noise enquiry information in the noise complaint management database system.
- Not provide personal information about themselves to complainants that enables them to be identified or contacted in any way other than through the usual NEU channels i.e. surnames should not be given.

The following principles apply to handling a complaint depending on the method of lodgment.

The principles in handling a complaint lodged by telephone directly to a NEU Specialist (a live call) are to:

- obtain sufficient information from the complainant to enable the issue(s) of concern to be identified and recorded;
- provide factual information that addresses the issue(s) of concern; and
- close the complaint record in the NCMS; or
- if further explanation is requested, mark the complaint record as open and undertake to conduct further research and to respond again to the complainant.

## Procedures for Aircraft Noise Enquiries/Complaints

The principles in handling a complaint lodged through electronic means (on-line form, WebTrak or by e-mail) or by telephone message bank where no response is required are to:

- record sufficient information from the information provided to enable the issue(s) of concern to be identified and recorded; and
- close the complaint record in the NCMS

The principles in handling a complaint lodged through electronic means (on-line form, WebTrak or by e-mail) or by telephone message bank where a response is requested are to:

- record sufficient information from the complaint to enable the issue(s) of concern to be identified and recorded for analysis and response preparation;
- mark the complaint in the 'Response required by' field to define the type of further work required;
- research the issue(s) of concern and determine a response;
- provide factual information that addresses the issue(s) of concern; and
- close the complaint record in the NCMS; or
- if further explanation is requested, mark the complaint record as open and undertake to conduct further research and to respond again to the complainant.

Due to the varying nature of the complaints, there will be cases that require a follow up, escalation or even referral to an external organisation.

In responding to requests for information or follow up, the NEU will investigate these issues on a first come, first served basis using appropriate tools. These tools may include WebTrak, Airport Noise & Operations Management System (ANOMS), flight plan data, airport weather data, discussions with Air Traffic Control (ATC), and/or analysis of previous complaints lodged by, or responses provided to, the complainant. The NEU aims to provide sufficient information to address the issues raised within five working days of the complaint being lodged. In some circumstances, such as for the holiday periods of Easter or Christmas/New Year, this response time will not be practicable. The NEU will attempt to make contact on a minimum of three separate days over a three week period. If the return calls are unsuccessful after this minimum number, the complaint is closed.

### **Procedures – Complaint Escalation**

An important part of the function of the NEU is to escalate issues in a consistent manner. The procedures below identify escalation points to cover what is reasonable to expect when dealing with complaints from the public.

Complaints may be lodged by a concerned person about the same type of operation on different occasions. There may be such complaints lodged on the same day or within the same hour. This is encouraged as it provides useful information about the operations at the airport. However, if a complainant makes requests many times for the same information which has already been provided or does not accept the explanation provided, the complaint can be regarded as unreasonable behaviour and should be handled as such.

## Procedures for Aircraft Noise Enquiries/Complaints

<b>Step 1 Obtaining Complaint Information</b>	<b>Escalation</b>
<p>1.1. It is preferable, but we cannot insist, that the complainant provides their name, address and contact details (phone, email).</p> <p>1.2. Determine the airport of concern.</p> <p>1.3. Determine the time of concern. This could be an individual over-flight or a general pattern (eg in the last month there have been more over-flights).</p> <p>1.4. Determine the particular environmental impact (eg jet arrival onto runway 16)</p> <p>1.5. If the complaint is letter/internet based then contact the complainant if:</p> <ol style="list-style-type: none"> <li>1) there is insufficient data to process the complaint, or</li> <li>2) follow up was requested by the complainant.</li> </ol>	<p><b>Threatening behavior (either to a third party, self or an aircraft)</b></p> <ol style="list-style-type: none"> <li>1. If the complaint is a phone call advise complainant the conversation is being recorded and trace the call.</li> <li>2. For all methods of complaint, advise the Team Leader</li> <li>3. Contact NOC if the threat is to aircraft and Corporate Security in all cases</li> <li>4. Record in "Threatening Behaviour" check box on NCMS form.</li> </ol> <p><b>Abusive behaviour (including offensive language)</b></p> <ol style="list-style-type: none"> <li>1. Advise complainant the conversation is being recorded and trace the call</li> <li>2. If the behavior continues then advise complainant that the incident may be forwarded to Security and possibly the federal police</li> <li>3. Terminate the phone call and report incident to Team Leader.</li> <li>4. Record in "Abusive Behaviour" check box on NCMS form.</li> </ol> <p><b>Unreasonable behavior is regarded to be</b></p> <ul style="list-style-type: none"> <li>• Refusal to accept the explanation</li> <li>• Unreasonable demands</li> <li>• Lack of co-operation, redefining the complaint, dishonestly presenting the facts</li> <li>• Unreasonable arguments, exaggerating the facts, irrational views</li> </ul> <ol style="list-style-type: none"> <li>1. Advise the complainant that you will refer the complaint to the Team Leader.</li> <li>2. Terminate the call.</li> </ol>
<b>Step 2 Addressing the concern or follow up</b>	
<p>2.1. Concerns regarding the following matters should be referred as noted:</p> <ul style="list-style-type: none"> <li>• Ground running enquiries should be reported to the airport.</li> <li>• Wake vortex damage claims should be referred to AsA - Property who has the accountability for further action (logged as an "I-1" property fault). A follow up with the relevant property facilities manager.</li> </ul>	

## Procedures for Aircraft Noise Enquiries/Complaints

<ul style="list-style-type: none"> <li>• ANEI/F enquiries should be referred to the relevant airport.</li> <li>• Fly – Neighbourly enquiries should be referred to Office of Airspace Regulation at CASA.</li> </ul> <p>2.2. For other concerns; is the event/pattern complying with the normal operations at the airport based on historical data (ie SID/STARS/NAP/Curfew etc).</p> <p><b>YES</b> Advise complainant.</p> <p><b>NO</b> Can the concern be explained in terms of the standard causes; Avoiding bad weather Vectoring for sequencing Vectoring for separation Emergency New procedure</p> <p><b>YES</b> Advise the complainant</p> <p><b>NO</b> Raise the issue with the Team Leader</p> <p><b>2.3. Closing the complaint.</b> If the complainant accepts the explanation, establish whether any additional information is needed. Once the additional material has been provided the complaint is considered closed.</p> <p>If the complainant does not accept the explanation but does not request a review and there is no further contact with the NEU for a period of 3 months then the complaint is considered closed.</p> <p>If the complainant does not accept the explanation and the complainant requests a review, escalate the complaint to the Review Procedure.</p>	<p><b>Cannot be Explained</b> The issue should be referred to the Team Leader. Where the complainant does not want any further follow up, the Team Leader will decide whether to raise the issue to the next level of management.</p> <p><b>Escalation of the Complaint</b> A review, under the review procedures, will be conducted of the complaint within seven working days. A file containing any information provided will be established.</p>
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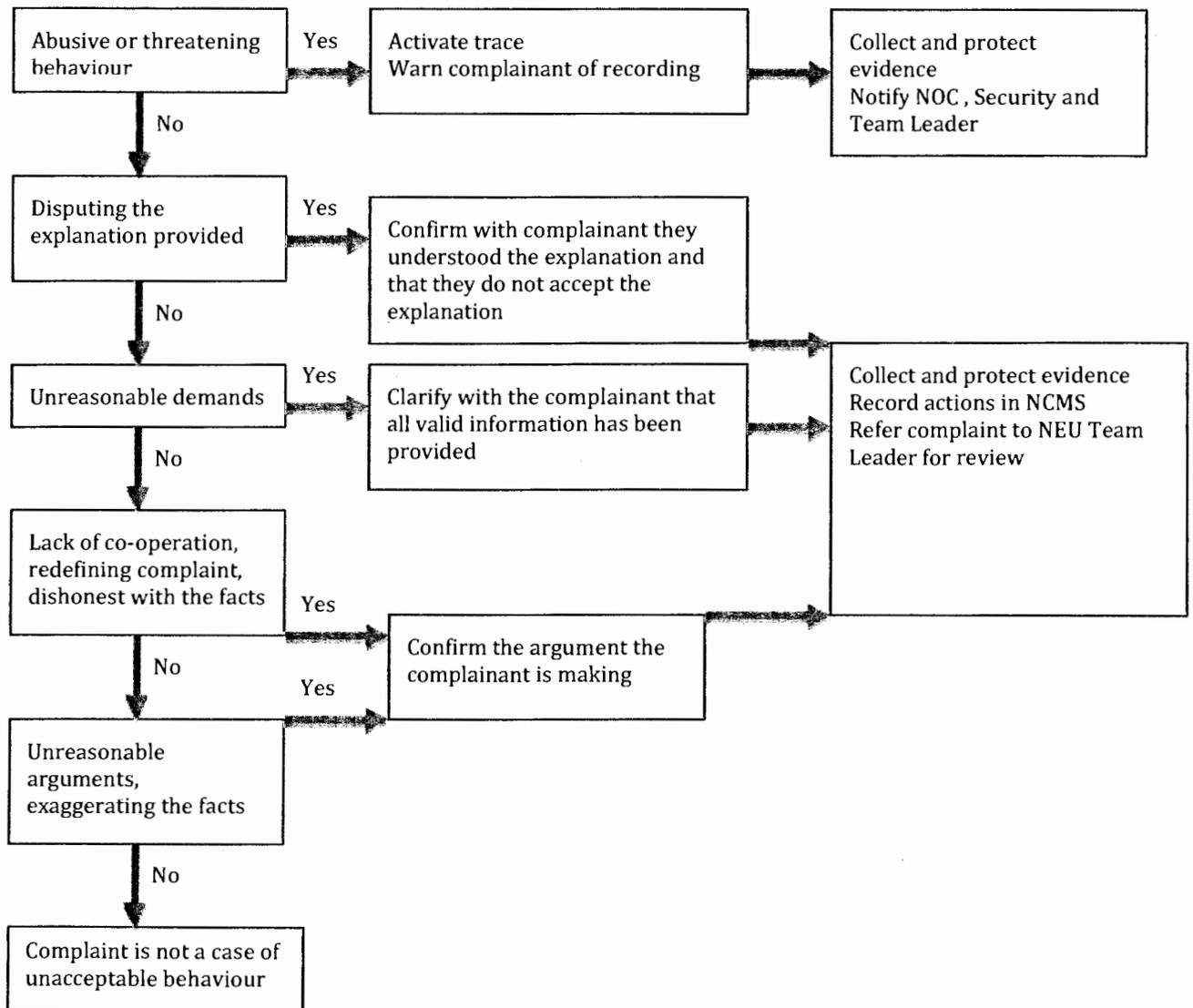
## Procedures for Aircraft Noise Enquiries/Complaints

### Step 3 Recording the complaint

- 3.1. A single complaint number must be allocated to each complaint. This number should be provided to the complainant if requested.
- 3.2. A copy of the complaint form used to input complaint details into the NCMS is contained in Appendix B. Complete the contact details and progress through the form noting the steps below.
- 3.3. Has the complainant had contact with the NEU previously?  
**YES**  
Use the same complainant number. Record the complaint in the database. Include the information provided or follow-up if required  
  
**NO**  
Create a new complainant number. Record the complaint in the NCMS. Include the information provided or follow-up if required
- 3.4. A list of the key issues for the airport are provided on the form. Check the appropriate issues boxes. The key issues for each airport are given in Appendix B.
- 3.5. A comments field is provided to record any key aspects of the complaint and what information or follow up was provided.
- 3.6. Indicate on the Complaint Form if the complaint was closed, any further information required or if review is needed.

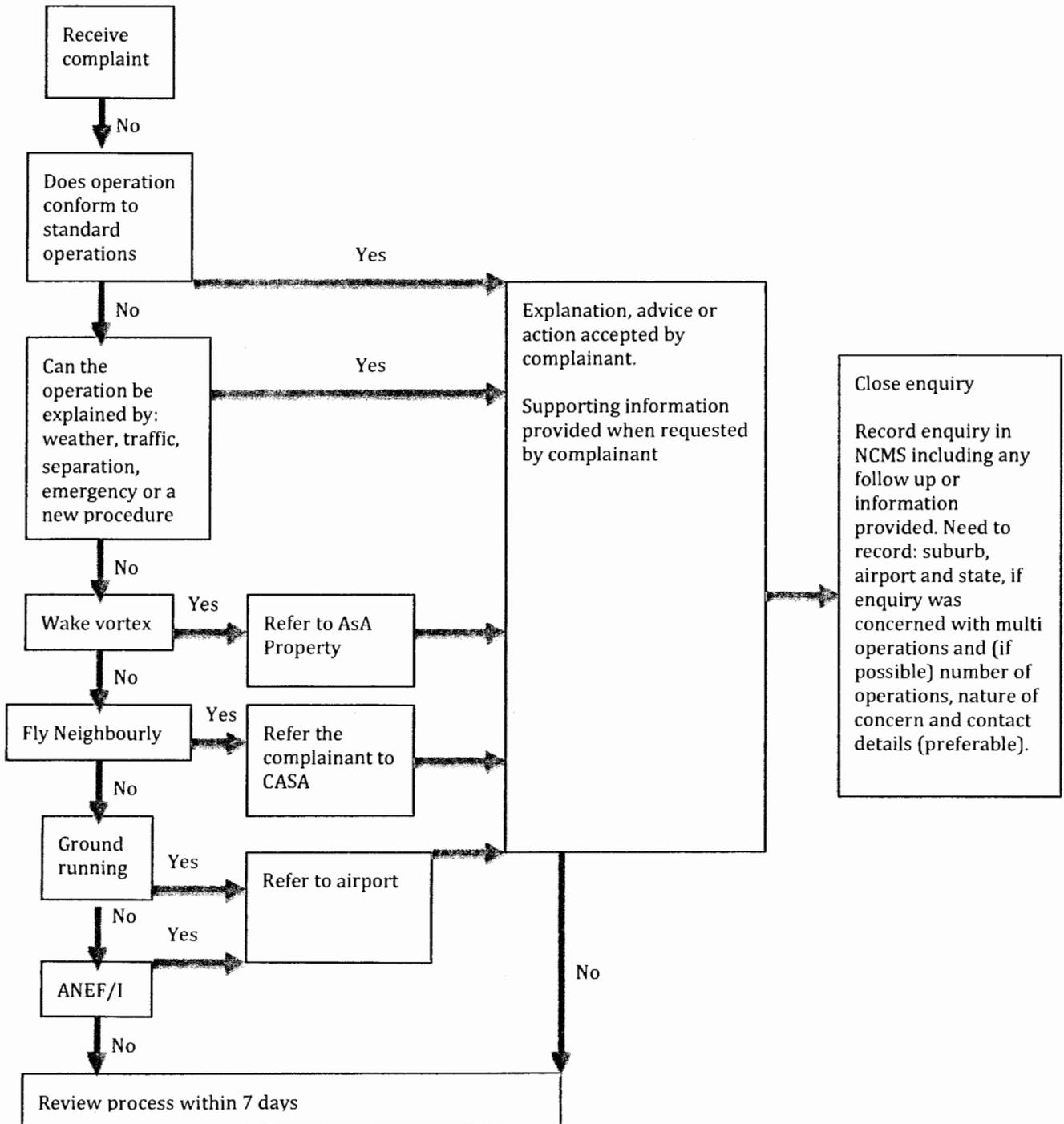
# Procedures for Aircraft Noise Enquiries/Complaints

## Unacceptable Complainant Behavior Flow Chart



# Procedures for Aircraft Noise Enquiries/Complaints

Complainant Handling Flow Chart



## Procedures for Aircraft Noise Enquiries/Complaints

### Procedures – Review Process

In the case of a request from the complainant to escalate the complaint, a review will be conducted by the NEU Team Leader in the first instance and response should be provided within seven working days.

The review by the NEU Team Leader will determine whether or not the complaint requires further escalation. In the first instance the escalation will be to the Manager, Environment & Climate Change who in turn will decide whether or not the complaint should be further escalated to the GM safety and Environment for review and appropriate action.

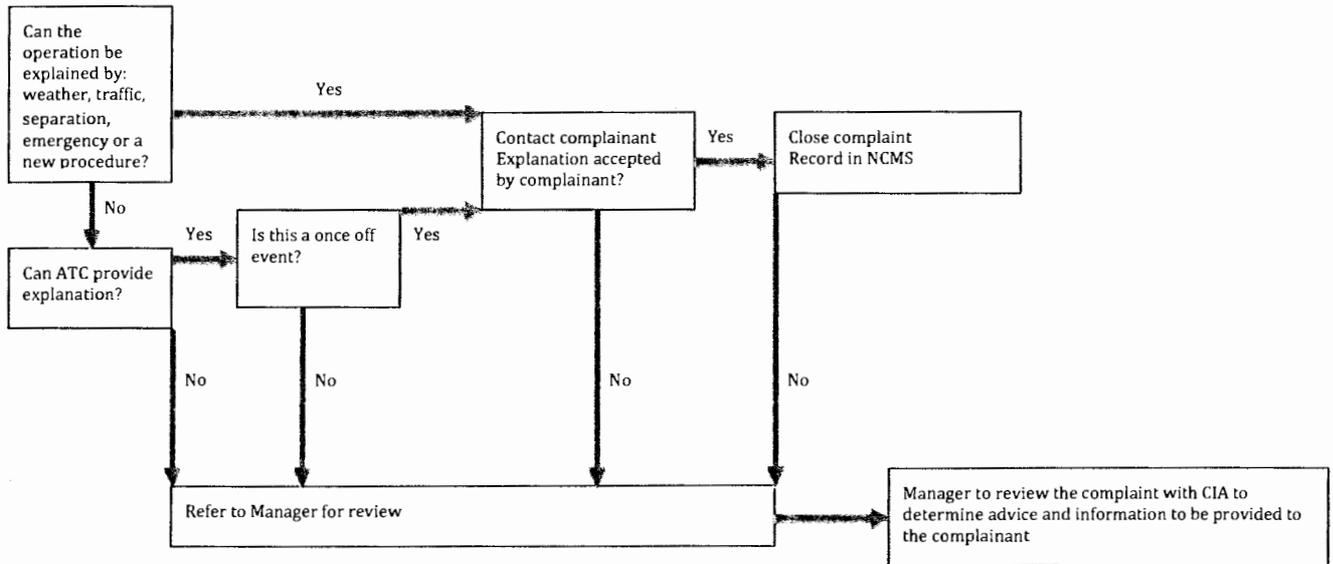
Review the complaint	Escalation
<ol style="list-style-type: none"> <li>1. Review the information and advice previously provided.</li> <li>2. Can the concern be explained by the usual causes? (see Complaint Handling procedures)               <p><b>Yes</b> The matter should be closed and the complainant advised</p> <p><b>No</b> Investigate with ATC and Corporate &amp; International Affairs.</p> </li> <li>3. If there appears to be a systemic problem underlying the issue this needs to be raised to next highest manager for follow up.</li> <li>4. Advise the complainant of the outcome and any further actions that may result.</li> <li>5. If the complainant does not accept the result of the review refer complaint to the next highest manager.               <p>Manager will decide if any further review is warranted and what external avenues are available to the complainant.</p> <p>Manager to contact complainant for follow up.</p> </li> <li>6. Update the NCMS detailing the results of the review and whether the complaint is closed or not.</li> </ol>	<p><b>Systemic Problem/Escalation</b> Some criteria for systemic track problem:</p> <ul style="list-style-type: none"> <li>• &lt; 90% using the published SID/STAR</li> <li>• &gt;5% using the same non-published track/path</li> </ul> <p>This is to be investigated at the next highest management level with input from ATC. Following discussions with CIA, the complainant will be advised on any follow up actions.</p> <p><b>Unreasonable behavior</b></p> <ol style="list-style-type: none"> <li>1. Refusing to accept the explanation</li> <li>2. Unreasonable demands</li> <li>3. Lack of co-operation, redefining the complaint, dishonestly presenting the facts</li> <li>4. Unreasonable arguments, exaggerating the facts, irrational beliefs.</li> </ol> <p>If any of the above are displayed then advise the complainant that the matter is closed. If the complainant wants to pursue the matter further then he/she will need to raise the matter with one of the following</p>

## Procedures for Aircraft Noise Enquiries/Complaints

	<ul style="list-style-type: none"><li>• Aircraft Noise Ombudsman (when established)</li><li>• Commonwealth Ombudsman</li><li>• Minister for Infrastructure, Transport, Regional Development and Local Government</li></ul>
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### Procedures for Aircraft Noise Enquiries/Complaints

Complaint Review Flow Chart



## Procedures for Aircraft Noise Enquiries/Complaints

### Procedures – Reporting

There are 22 Australian airports which receive a monthly complaints summary report. In addition there are 2 internal monthly reports. Copies of the monthly complaints reports are also provided to the local Airservices Unit Tower Manager.

The NEU Team Leader has the responsibility to maintain the distribution schedule, including contact details, for the 24 reports. This schedule is available from the NEU Team Leader.

The complaints data that has been entered in the NCMS by the NEU Specialists throughout the previous month may have some errors or missing data. The most likely cause for the errors is the complainant providing incorrect or incomplete information. This procedure deals with the data cleanup that is performed by the NEU at the completion of each month prior to any reporting of complaints data. The cleanup of the complaints data is performed monthly and typically takes 2 days to complete.

<b>Step 1 Complaint data validation – end of the month</b>	
1.1.	Checks for each complaint received for the month are done for Suburb, Airport and State fields to ensure completeness of the database. Checking suburb for the correct state and airport. In the case where operations from two or more airports can overfly the suburb a check of the comments field (of the complaint record in the NCMS) to clarify the correct airport is referenced (eg Bankstown and Sydney airports have operations that overfly the suburb of Chester Hill). Note the airport is selected from a drop-down menu (22 main Australian airports); if the airport does not appear in the drop down menu then select Other Airport. Update the complaint record for Suburb, Airport and State as required.
1.2.	If Other Airport is selected check the spelling for the airport name.
1.3.	Check "Call Type" field has been filled in. The options are complaint or enquiry.
1.4.	Check the NCMS for a single complainant number for each complaint. Update the complaint with the unique complainant number. This is necessary for the complaint vs. complainant report.
<b>Step 2 Complaints data reporting</b>	
2.1.	The reporting to airports, local tower managers, NOC and other Airservices personnel are comprised of differing combinations of 10 components. These are: <ul style="list-style-type: none"> <li>a. Time of concern</li> <li>b. Time of complaint</li> <li>c. Complaints vs. complainants by day</li> <li>d. Complaints vs. complainants by month over a rolling year</li> <li>e. Complaints by issue (for the top 10 most common issues)</li> <li>f. Top 10 complaints</li> <li>g. List of complaints without comments</li> <li>h. List of complaints with comments (there is an appropriate disclaimer for this)</li> <li>i. Thematic map by suburb</li> <li>j. List of ground running complaints (annual)</li> </ul> Appendix B details the components for each report

## Procedures for Aircraft Noise Enquiries/Complaints

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>2.2.</li> <li>2.3.</li> <li>2.4.</li> <li>2.5.</li> </ul> | <p>The method for preparing each component is to extract the month's data from the NCMS and load into an Excel spreadsheet (and MapInfo for the major airports). The standard graphs, tables and thematic maps are populated from the Excel spreadsheet and MapInfo.</p> <p>Prepare the suite of reports for each airport.</p> <p>Email a report suite for the airport and local Airservices Unit Tower Manager using the contact details in NEU Reports Contacts Schedule. The schedule is available from the NEU Team Leader.</p> <p>The internal report is provided to the General Manager of Safety &amp; Environment listing all airports/heliports and a count of complaints for each on a rolling year basis (see Appendix B).</p> |
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### Key Performance Indicators

Airservices has developed the following Key Performance Indicator (KPI) for handling complaints. The KPI is included in the 2010-11 Corporate Plan and will be used to report performance annually. Regular reports on noise complaint statistics are also provided to the Board Environment Committee.

<b>Aircraft noise - NEU</b>	Noise Enquiry Unit compliance to prescribed response times for complaints and enquiries	95% compliant
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# Procedures for Aircraft Noise Enquiries/Complaints

## Appendix A

### A Copy of the Complaints Form used to Input data into the Noise Complaint Monitoring System (NCMS)

**Noise Complaint Monitoring System**  
File Add Complaint Search/Edit Internal Logging Maintenance Window Help

**Add New Complaint**

Complaint No:  Operator:  Date:  Call Time:  Terra Time:

Title:  First Name:  Surname:

Address:

State:  Suburb:  Post Code:  Date of Concern:  Time of Concern:  Location:

Log OTH (press GEN or AP or SUB or NOT SPECIFIED or NOT APPLICABLE)

Subject:

Telephone:  (0)  (0)  (0)  (0)  (0)  (0)

EMAIL:

Complaint By:  
 Phone  
 Letter  
 Fax  
 Email  
 Internet  
 WebTrack

Response Required By:  
 OPERATIONS SUPPORT  
 PROPERTY ENQUIRY  
 CSO  
 TRACK INVESTIGATION  
 TRACK TO BE SENT

Operating Mode: Creating Concern

Subject List:  
 4 DEP 16L ARR 34L (SDC/PROPS)  
 5 DEP 16LR ARR 25 & 16R  
 6A DEP 34L & 07 ARR 34L  
 7 DEP 25 & 34L ARR 34LR  
 8 DEP 25 & 34LR ARR 34LR  
 9 DEP 34LR ARR 34LR  
 10 DEP 16LR ARR 16LR  
 12 DEP 07 ARR 07  
 13 DEP 25 ARR 25  
 14A DEP 16LR ARR 07  
 15 DEP 34R ARR 34L

Complaint Categories:  
 POSITIVE COMMENT  
 COMPLAINT ONLY (NO INFO GIVEN)  
 WEBTRAK  
 AIRCRAFT HEIGHT  
 FLIGHT PATHS / DIVERSIONS  
 GENERAL - EXPAND BELOW  
 GROUND RUNNING (AIRPORT)  
 GROUND VENT DUMP (DOTARS)  
 HELICOPTER  
 INCREASED FREQUENCY OF AIR TRAFFIC  
 JET AIRCRAFT  
 PROPELLER AIRCRAFT  
 PROPERTY ENQUIRY  
 HEALTH ISSUES  
 CURFEW  
 PFM  
 NOISE INSULATION  
 LANDINGS FROM NORTH  
 LANDINGS FROM SOUTH  
 LANDINGS FROM EAST  
 LANDINGS FROM WEST  
 TAKE OFFS TO NORTH  
 TAKE OFFS TO NORTH WEST  
 TAKE OFFS TO SOUTH  
 TAKE OFFS TO EAST  
 TAKE OFFS TO NORTH EAST  
 TAKE OFFS TO WEST  
 RUNWAY SELECTION

Buttons: Assign, Clear, Save, Close

## Procedures for Aircraft Noise Enquiries/Complaints

### Issues for each Airport

#### Adelaide

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	
CMLPT ONLY (NO INFO GIVEN)	05 ARR
WEBTRAK	23 ARR
AIRCRAFT HEIGHT	12 ARR
FLIGHT PATHS / DIVERSIONS	30 ARR
GENERAL - EXPAND BELOW	05 DEP
GROUND RUNNING (AIRPORT)	23 DEP
ODOUR, VENT, DUMP (DOTARS)	12 DEP
HELICOPTER	30 DEP
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
CURFEW	
NOISE INSULATION	
RUNWAY SELECTION	

#### Adelaide - Parafield

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	
CMLPT ONLY (NO INFO GIVEN)	03L&R ARR
WEBTRAK	21L&R ARR
AIRCRAFT HEIGHT	08L&R ARR
FLIGHT PATHS / DIVERSIONS	26L&R ARR
GENERAL - EXPAND BELOW	03L&R DEP
GROUND RUNNING (AIRPORT)	21L&R DEP
ODOUR, VENT, DUMP (DOTARS)	08L&R DEP
HELICOPTER	26L&R DEP
INCREASED FREQUENCY OF AIR TRAFFIC	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
CIRCUIT TRAINING	
RUNWAY SELECTION	
CURFEW	

## Procedures for Aircraft Noise Enquiries/Complaints

### Bankstown

**Subject**

- POSITIVE COMMENT
- CMLPNT ONLY (NO INFO GIVEN)
- WEBTRAK
- AIRCRAFT HEIGHT
- FLIGHT PATHS / DIVERSIONS
- GENERAL - EXPAND BELOW
- GROUND RUNNING (AIRPORT)
- ODOUR, VENT, DUMP (DOTARS)
- HELICOPTER
- INCREASED FREQUENCY OF AIR TRAFFIC
- JET AIRCRAFT
- PROPELLER AIRCRAFT
- PROPERTY ENQUIRY
- HEALTH ISSUES
- RUNWAY SELECTION
- CIRCUIT TRAINING
- CURFEW

**Operating Mode Creating Concern**

- 11L,C&R ARR
- 29L,C&R ARR
- 11L,C&R DEP
- 29L,C&R DEP

### Brisbane - Archerfield

**Subject**

- POSITIVE COMMENT
- CMLPNT ONLY (NO INFO GIVEN)
- WEBTRAK
- AIRCRAFT HEIGHT
- FLIGHT PATHS / DIVERSIONS
- GENERAL - EXPAND BELOW
- GROUND RUNNING (AIRPORT)
- ODOUR, VENT, DUMP (DOTARS)
- HELICOPTER
- INCREASED FREQUENCY OF AIR TRAFFIC
- JET AIRCRAFT
- PROPELLER AIRCRAFT
- PROPERTY ENQUIRY
- HEALTH ISSUES
- RUNWAY SELECTION
- CIRCUIT TRAINING
- CURFEW

**Operating Mode Creating Concern**

- 10L&R ARR
- 28L&R ARR
- 04L&R ARR
- 22L&R ARR
- 10L&R DEP
- 28L&R DEP
- 04L&R DEP
- 22L&R DEP

## Procedures for Aircraft Noise Enquiries/Complaints

### Brisbane International

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	01 ARR
CMLNT ONLY (NO INFO GIVEN)	19 ARR
WEBTRAK	14 ARR
AIRCRAFT HEIGHT	32 ARR
FLIGHT PATHS / DIVERSIONS	01 DEP
GENERAL - EXPAND BELOW	19 DEP
GROUND RUNNING (AIRPORT)	14 DEP
ODOUR, VENT, DUMP (DOTARS)	32 DEP
HELICOPTER	RNAV - 19 DEP SOUTH
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
NEW PARALLEL RUNWAY PROJECT	
RUNWAY SELECTION	
CURFEW	

### Cairns

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	RNP
CMLNT ONLY (NO INFO GIVEN)	15 ARR
WEBTRAK	33 ARR
AIRCRAFT HEIGHT	12 ARR
FLIGHT PATHS / DIVERSIONS	30 ARR
GENERAL - EXPAND BELOW	15 DEP
GROUND RUNNING (AIRPORT)	33 DEP
ODOUR, VENT, DUMP (DOTARS)	12 DEP
HELICOPTER	30 DEP
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
CIRCUIT TRAINING	
GENERAL AVIATION	
CURFEW	
RUNWAY SELECTION	

## Procedures for Aircraft Noise Enquiries/Complaints

### Camden

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	06 ARR
CMPLNT ONLY (NO INFO GIVEN)	24 ARR
WEBTRAK	10 ARR
AIRCRAFT HEIGHT	28 ARR
FLIGHT PATHS / DIVERSIONS	06 DEP
GENERAL - EXPAND BELOW	24 DEP
GROUND RUNNING (AIRPORT)	10 DEP
ODOUR, VENT, DUMP (DOTARS)	28 DEP
HELICOPTER	
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
RUNWAY SELECTION	
CIRCUIT TRAINING	
CURFEW	

### Canberra

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	17 ARR
CMPLNT ONLY (NO INFO GIVEN)	35 ARR
WEBTRAK	12 ARR
AIRCRAFT HEIGHT	30 ARR
FLIGHT PATHS / DIVERSIONS	17 DEP
GENERAL - EXPAND BELOW	35 DEP
GROUND RUNNING (AIRPORT)	12 DEP
ODOUR, VENT, DUMP (DOTARS)	30 DEP
HELICOPTER	
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
RUNWAY SELECTION	
CURFEW	

## Procedures for Aircraft Noise Enquiries/Complaints

### Coolangatta

#### Subject

POSITIVE COMMENT  
 CMLNT ONLY (NO INFO GIVEN)  
 WEBTRAK  
 VARIABLE RWY 14 DEP HEADING TRIAL  
 AIRCRAFT HEIGHT  
 FLIGHT PATHS / DIVERSIONS  
 GENERAL - EXPAND BELOW  
 GROUND RUNNING (AIRPORT)  
 ODOUR, VENT, DUMP (DOTARS)  
 HELICOPTER  
 INCREASED FREQUENCY OF AIR TRAFFIC  
 JET AIRCRAFT  
 PROPELLER AIRCRAFT  
 PROPERTY ENQUIRY  
 HEALTH ISSUES  
 CURFEW  
 RUNWAY SELECTION  
 CIRCUIT TRAINING

#### Operating Mode Creating Concern

14 ARR  
 32 ARR  
 17 ARR  
 35 ARR  
 14 DEP  
 32 DEP  
 17 DEP  
 35 DEP

### Maroochydore

#### Subject

POSITIVE COMMENT  
 CMLNT ONLY (NO INFO GIVEN)  
 WEBTRAK  
 AIRCRAFT HEIGHT  
 FLIGHT PATHS / DIVERSIONS  
 GENERAL - EXPAND BELOW  
 GROUND RUNNING (AIRPORT)  
 ODOUR, VENT, DUMP (DOTARS)  
 HELICOPTER  
 INCREASED FREQUENCY OF AIR TRAFFIC  
 JET AIRCRAFT  
 PROPELLER AIRCRAFT  
 PROPERTY ENQUIRY  
 HEALTH ISSUES  
 CIRCUIT TRAINING  
 RUNWAY SELECTION  
 CURFEW

#### Operating Mode Creating Concern

18 ARR  
 36 ARR  
 12 ARR  
 30 ARR  
 18 DEP  
 36 DEP  
 12 DEP  
 30 DEP

## Procedures for Aircraft Noise Enquiries/Complaints

### Melbourne Avalon

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	18 ARR
CMPLNT ONLY (NO INFO GIVEN)	36 ARR
WEBTRAK	18 DEP
AIRCRAFT HEIGHT	36 DEP
FLIGHT PATHS / DIVERSIONS	
GENERAL - EXPAND BELOW	
GROUND RUNNING (AIRPORT)	
ODOUR, VENT, DUMP (DOTARS)	
HELICOPTER	
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
RUNWAY SELECTION	
CIRCUIT TRAINING	
CURFEW	

### Melbourne Avalon

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	18 ARR
CMPLNT ONLY (NO INFO GIVEN)	36 ARR
WEBTRAK	18 DEP
AIRCRAFT HEIGHT	36 DEP
FLIGHT PATHS / DIVERSIONS	
GENERAL - EXPAND BELOW	
GROUND RUNNING (AIRPORT)	
ODOUR, VENT, DUMP (DOTARS)	
HELICOPTER	
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
RUNWAY SELECTION	
CIRCUIT TRAINING	
CURFEW	

## Procedures for Aircraft Noise Enquiries/Complaints

### Melbourne Essendon

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	08 ARR
CMPLNT ONLY (NO INFO GIVEN)	26 ARR
WEBTRAK	17 ARR
AIRCRAFT HEIGHT	35 ARR
FLIGHT PATHS / DIVERSIONS	08 DEP
GENERAL - EXPAND BELOW	26 DEP
GROUND RUNNING (AIRPORT)	17 DEP
ODOUR, VENT, DUMP (DOTARS)	35 DEP
HELICOPTER	
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
RUNWAY SELECTION	
CURFEW	

### Melbourne International

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	16 ARR
CMPLNT ONLY (NO INFO GIVEN)	34 ARR
WEBTRAK	09 ARR
AIRCRAFT HEIGHT	27 ARR
FLIGHT PATHS / DIVERSIONS	16 DEP
GENERAL - EXPAND BELOW	34 DEP
GROUND RUNNING (AIRPORT)	09 DEP
ODOUR, VENT, DUMP (DOTARS)	27 DEP
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
RUNWAY SELECTION	
CURFEW	

## Procedures for Aircraft Noise Enquiries/Complaints

### Melbourne - Moorabbin

#### Subject

POSITIVE COMMENT  
 CMLNT ONLY (NO INFO GIVEN)  
 WEBTRAK  
 AIRCRAFT HEIGHT  
 FLIGHT PATHS / DIVERSIONS  
 GENERAL - EXPAND BELOW  
 GROUND RUNNING (AIRPORT)  
 ODOUR, VENT, DUMP (DOTARS)  
 HELICOPTER  
 INCREASED FREQUENCY OF AIR TRAFFIC  
 JET AIRCRAFT  
 PROPELLER AIRCRAFT  
 PROPERTY ENQUIRY  
 HEALTH ISSUES  
 RUNWAY SELECTION  
 CIRCUIT TRAINING  
 CURFEW

#### Operating Mode Creating Concern

17L&R ARR  
 35L&R ARR  
 13L&R ARR  
 31L&R ARR  
 04 ARR  
 22 ARR  
 17L&R DEP  
 35L&R DEP  
 13L&R DEP  
 31L&R DEP  
 04 DEP  
 22 DEP

### Perth International

#### Subject

RUNWAY CLOSURE  
 WARRP  
 POSITIVE COMMENT  
 CMLNT ONLY (NO INFO GIVEN)  
 WEBTRAK  
 AIRCRAFT HEIGHT  
 FLIGHT PATHS / DIVERSIONS  
 GENERAL - EXPAND BELOW  
 GROUND RUNNING (AIRPORT)  
 ODOUR, VENT, DUMP (DOTARS)  
 HELICOPTER  
 INCREASED FREQUENCY OF AIR TRAFFIC  
 JET AIRCRAFT  
 PROPELLER AIRCRAFT  
 PROPERTY ENQUIRY  
 HEALTH ISSUES  
 RUNWAY SELECTION  
 CURFEW

#### Operating Mode Creating Concern

03 ARR  
 21 ARR  
 06 ARR  
 24 ARR  
 03 DEP  
 21 DEP  
 06 DEP  
 24 DEP

## Procedures for Aircraft Noise Enquiries/Complaints

### Perth - Jandakot

#### Subject

POSITIVE COMMENT  
 CMLNT ONLY (NO INFO GIVEN)  
 WEBTRAK  
 AIRCRAFT HEIGHT  
 FLIGHT PATHS / DIVERSIONS  
 GENERAL - EXPAND BELOW  
 GROUND RUNNING (AIRPORT)  
 ODOUR, VENT, DUMP (DOTARS)  
 HELICOPTER  
 INCREASED FREQUENCY OF AIR TRAFFIC  
 PROPELLER AIRCRAFT  
 PROPERTY ENQUIRY  
 HEALTH ISSUES  
 CIRCUIT TRAINING  
 RUNWAY SELECTION  
 CURFEW

#### Operating Mode Creating Concern

06L&R ARR  
 24L&R ARR  
 12 ARR  
 30 ARR  
 06L&R DEP  
 24L&R DEP  
 12 DEP  
 30 DEP

### Sydney

#### Subject

SACL RESA RWY 07 25 CLOSURE  
 POSITIVE COMMENT  
 CMLNT ONLY (NO INFO GIVEN)  
 WEBTRAK  
 AIRCRAFT HEIGHT  
 FLIGHT PATHS / DIVERSIONS  
 GENERAL - EXPAND BELOW  
 GROUND RUNNING (AIRPORT)  
 ODOUR, VENT, DUMP (DOTARS)  
 HELICOPTER  
 INCREASED FREQUENCY OF AIR TRAFFIC  
 JET AIRCRAFT  
 PROPELLER AIRCRAFT  
 PROPERTY ENQUIRY  
 HEALTH ISSUES  
 CURFEW  
 PRM  
 NOISE INSULATION  
 LANDINGS FROM NORTH  
 LANDINGS FROM SOUTH  
 LANDINGS FROM EAST  
 LANDINGS FROM WEST  
 TAKE-OFFS TO NORTH  
 TAKE-OFFS TO NORTH WEST  
 TAKE-OFFS TO SOUTH  
 TAKE-OFFS TO EAST  
 TAKE-OFFS TO NORTH EAST  
 TAKE-OFFS TO WEST  
 RUNWAY SELECTION

#### Operating Mode Creating Concern

1 DEP 16R, ARR 34L (CURFEW)  
 4 DEP 16L, ARR 34L (SODPROPS)  
 5 DEP 16L&R, ARR 25 & 16R  
 6A DEP 34L & 07, ARR 34L  
 7 DEP 25 & 34L, ARR 34L&R  
 8 DEP 25 & 34L&R, ARR 34L&R  
 9 DEP 34L&R, ARR 34L&R  
 10 DEP 16L&R, ARR 16L&R  
 12 DEP 07, ARR 07  
 13 DEP 25, ARR 25  
 14A DEP 16L&R, ARR 07  
 15 DEP 34R, ARR 34L

## Procedures for Aircraft Noise Enquiries/Complaints

### Townsville

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	01 ARR
CMPLNT ONLY (NO INFO GIVEN)	19 ARR
WEBTRAK	07 ARR
AIRCRAFT HEIGHT	25 ARR
FLIGHT PATHS / DIVERSIONS	01 DEP
GENERAL - EXPAND BELOW	19 DEP
GROUND RUNNING (AIRPORT)	07 DEP
ODOUR, VENT, DUMP (DOTARS)	25 DEP
HELICOPTER	
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
RUNWAY SELECTION	
CURFEW	

### Williamtown

Subject	Operating Mode Creating Concern
POSITIVE COMMENT	12 ARR
CMPLNT ONLY (NO INFO GIVEN)	30 ARR
WEBTRAK	12 DEP
AIRCRAFT HEIGHT	30 DEP
FLIGHT PATHS / DIVERSIONS	
GENERAL - EXPAND BELOW	
GROUND RUNNING (AIRPORT)	
ODOUR, VENT, DUMP (DOTARS)	
HELICOPTER	
INCREASED FREQUENCY OF AIR TRAFFIC	
JET AIRCRAFT	
PROPELLER AIRCRAFT	
PROPERTY ENQUIRY	
HEALTH ISSUES	
RUNWAY SELECTION	
CURFEW	

## Procedures for Aircraft Noise Enquiries/Complaints

### Other Airports

This selection is used when we are not able to allocate a complaint to an airport in the drop down box of locations or we are not able to allocate a complaint to an airport – this is when we place the suburb of complaint in the general box

**Noise Complaint Monitoring System [Production MANGLAS\_XS]**

File Add Complaint Search/Log Internet Loading Maintenance Window Help

**Add New Complaint**

Complaint No.  Operator  Date  Call Time: 13:33 Term Time:

Title  First Name  Surname

Address

State  Suburb  Post Code  Date of Concern  Time of Concern  Location

Loc: OTH (GEN or AP or SUB or NOT SPECIFIED or NOT APPLICABLE)

Subject:

Telephone:

EMAIL:

Operating Mode: Creating Concern

Response Required By:

- APR
- DEP
- OPERATIONS SUPPORT
- PROPERTY ENQUIRY
- CSO
- TRACK INVESTIGATION
- TRACK TO BE SENT

Buttons: Close, Assign, Save, Close

## Procedures for Aircraft Noise Enquiries/Complaints

## Appendix B Internal and External Reports Components

Airport	Monthly Cycle											Annual Cycle
	Time of Concern Graph	List of Complaints vs Complainants by suburb	Top 10 Complainant Suburbs	Complaints vs Complainants by Day graph	Complaints vs Complainants rolling year graph	Monthly Complaints by Issue	Thematic Map	List of all complaints (excel spreadsheet)	Time & Date of Concern	Follow Up & Case Completed	List of all Comments, responses & investigations	Ground running
1. Adelaide		X		X	X	X	X	X	X			X
2. Archerfield								X	X		X	
3. Avalon								X			X	
4. Bankstown								X				
5. Brisbane		X		X	X	X	X	X	X		X	
6. Cairns								X			X	
7. Camden								X				
8. Canberra								X			X	
9. Darwin								X			X	
10. Essendon								X			X	
11. Gold Coast – Coolangatta								X				
12. Hervey Bay								X			X	
13. Jandakot								X	X			
14. Launceston								X			X	
15. Maroochydore								X				
16. Melbourne	X	X		X	X	X	X	X	X	X	X	
17. Moorabin								X				
18. Parafield								X	X			

### Procedures for Aircraft Noise Enquiries/Complaints

Airport	Time of Concern Graph	List of Complaints vs Complainants by suburb	Top 10 Complainant Suburbs Graph	Complaints vs Complainants by Day graph	Complaints vs Complainants rolling year graph	Monthly Complaints by Issues graph	Thematic Map	List of all complaints (excel spreadsheet)	Time & Date of Concern	Follow Up & Case Completed	List of all Comments, responses & investigations	Ground running
19.Perth		X	X	X	X	X	X	X				
20.Sydney		X	X	X	X	X	X	X	X		X	X
21.Townsville								X				
22.Williamtown								X			X	
<b>Internal</b>												
23. NOC				5*	5							
24. Report to GM Safety & Environment	22**	22	22	22	22	22	22			22		

\* The NOC report is a summary of complaints for Sydney, Melbourne, Brisbane, Adelaide and Perth airports.

\*\* The report to the GM of Safety and Environment is a summary of complaints from all airports.