

A low-angle, upward-looking photograph of a modern glass skyscraper at night. The building's structure is illuminated from within, creating a grid of light points against the dark sky. The perspective is looking up from below, emphasizing the height and architectural details of the building.

Independent review of  
Heathrow Airport's  
handling of noise  
complaints  
NACF update

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## About Verita

- Verita are a leading independent consultancy for regulated organisations. We provide organisations with specialist support and advise them on challenging operational and strategic issues in order to help them evolve and improve. We have extensive knowledge and experience of reviewing complaints functions and processes
- At Verita, we are known for our thoroughness and commitment to producing evidence-based reports that not only withstand rigorous challenge but provide insight and a clear path to resolution or improvement.
- Our investigations and reviews approach is measured, appropriate and acutely focused on finding solutions. We believe that objective assessment and honest feedback is key to helping organisations learn.



## Background to the study

- Following a request from the Noise and Airspace Community Forum, CISHA has commissioned an external independent review of Heathrow Airport's handling of noise complaints.
- The objective of the work is to conduct an overview assessment of the performance of the noise complaints function against their agreed standards, review the policies and procedures that are in place, assess them against the outputs produced by the noise complaints team, and provide recommendations for their improvement.

## Scope of the work

- Engage with local communities and interested stakeholders to review and understand concerns around Heathrow's noise complaints process and identify areas for potential additional project work
- Scrutinise available information on existing monitoring, responding, reporting and targets about noise complaints handling
- Analyse Heathrow Airport Limited's noise complaints process
- Collate existing evidence on current monitoring, responding, reporting and targets
- Look into best practice on noise complaints handling in general, compare to other airports nationally and internationally
- Make recommendations to Heathrow Airport and relevant stakeholders

## Key questions for the review

- How the current approach measures up against best practice, both in terms of policy and practice
- How closely activity follows the procedures that are set out
- Whether the process is run efficiently
- Whether the actions result in timely and consistent outcomes
- The quality of interaction with users, as judged from the correspondence
- Whether monitoring and reporting of delivery is adequate and timely
- A consideration of the effects on the mental health of noise complainants of their interactions with Heathrow Airport, and if Verita are able to offer any advice on these matters

## Key issues for today

- Any questions / comments?

