



Heathrow Noise Complaints Report 2018

16 January 2019
Heathrow Community Relations

Heathrow

Complaints statistics

Overall statistics

3,272 people complained during 2018, making over 68,000 complaints.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
No. of Complainants	300	314	399	402	862	963	1,057	517	360	302	269	232	3,272
No. of Complaints	4,921	4,369	4,146	5,635	7,061	7,860	9,321	5,393	5,549	4,703	4,160	5,827	68,945

Top 10 Complainants

Complaints from the 10 people who complained the most times in 2018.

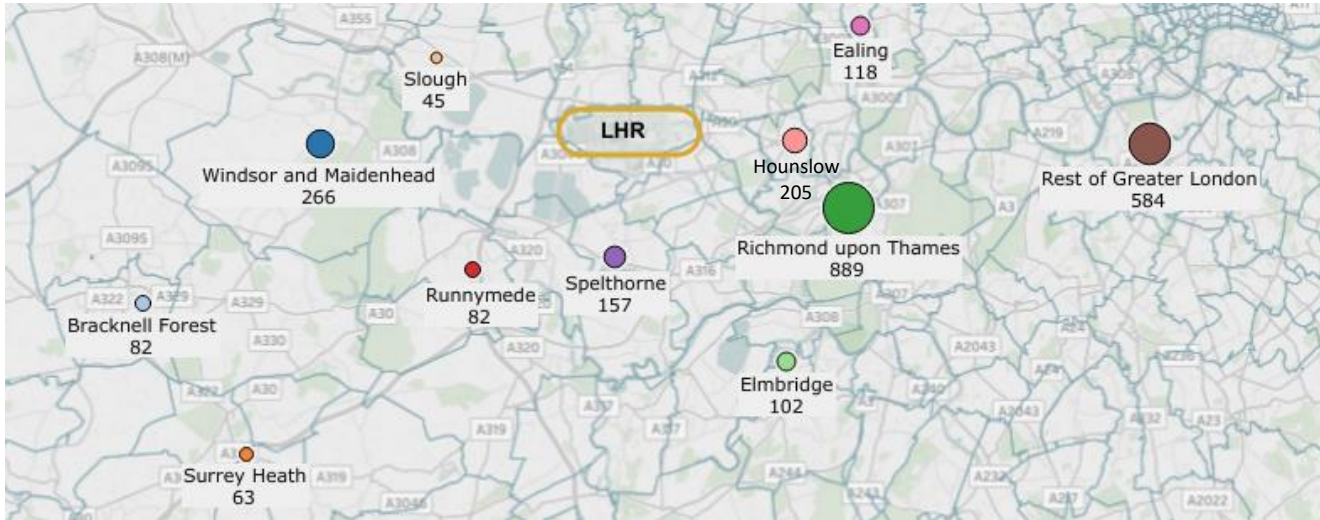
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
42,213	61.2%	0.3%

Complainants who complained less than 5 times

Complaints from people who contacted Heathrow 5 times or less in 2018.

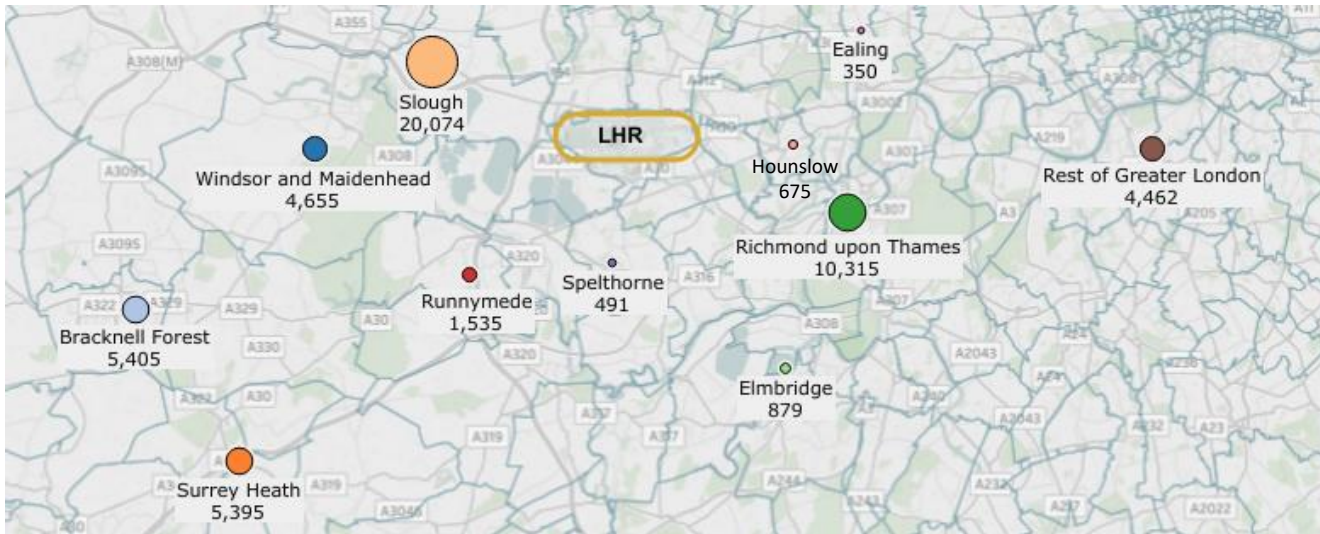
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
4,637	2,856	87.3%	6.7%

Complaints by Local Authority (HCEB Boroughs)



Map of Complainants

The size of bubble and numbers stated represent the total number of complainants from each Borough.

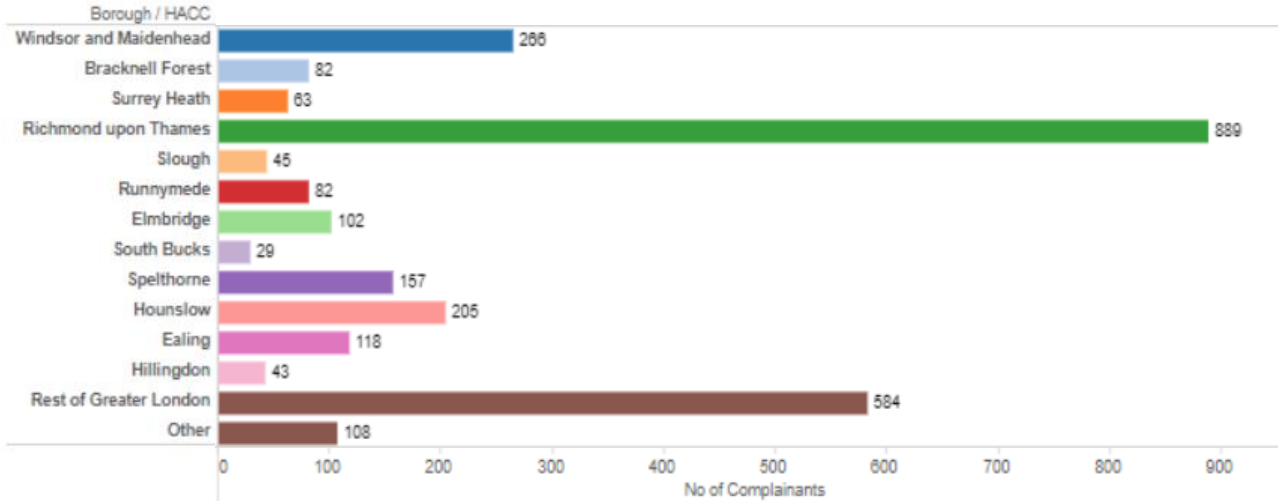


Map of Complaints

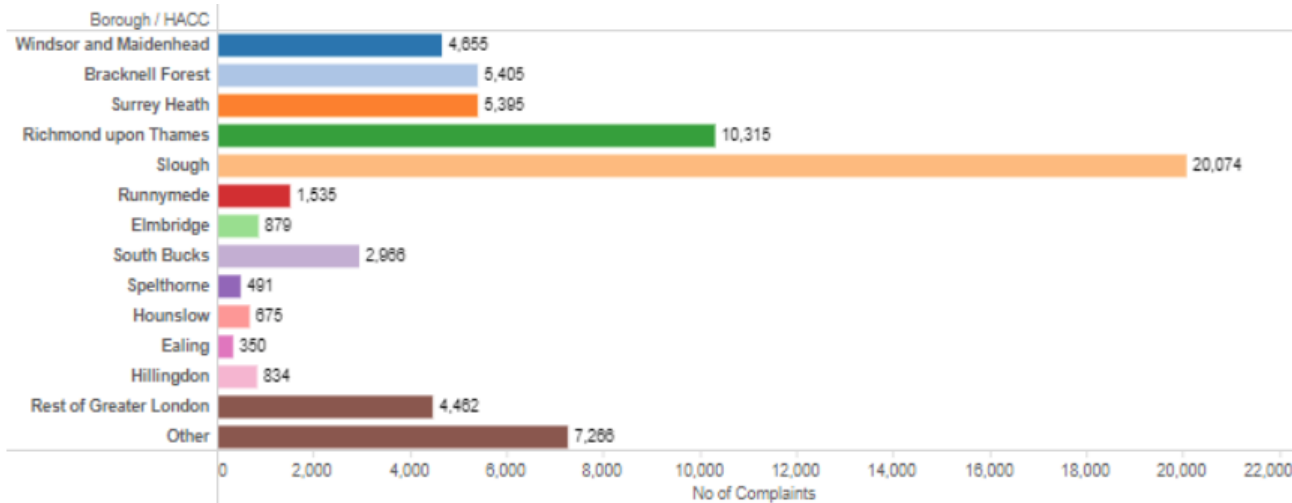
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants

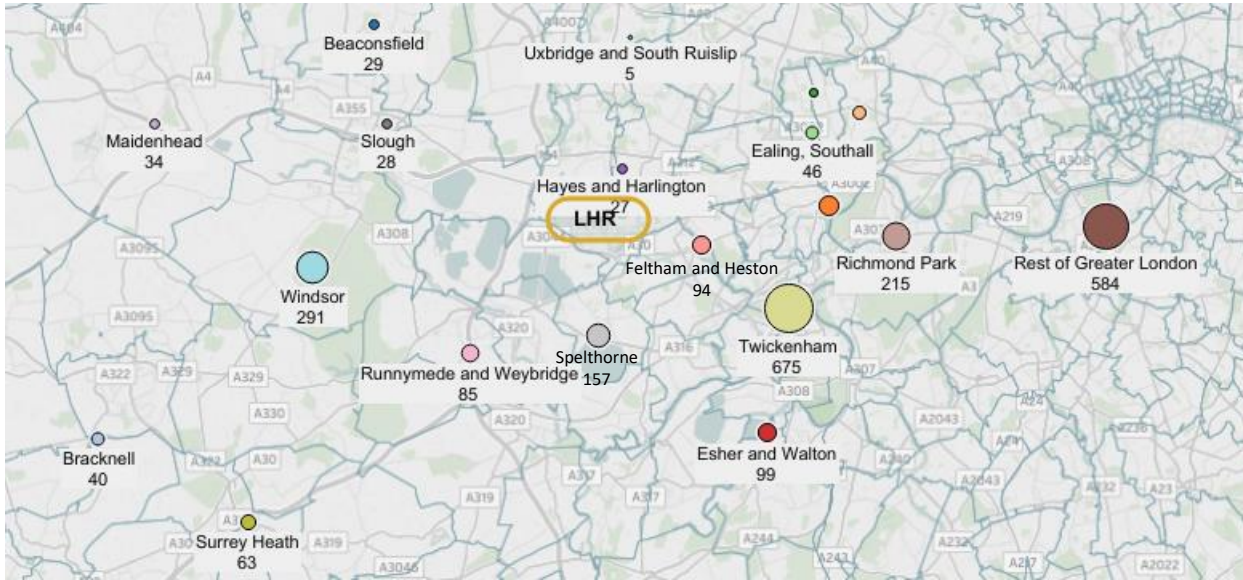


Number of Complaints



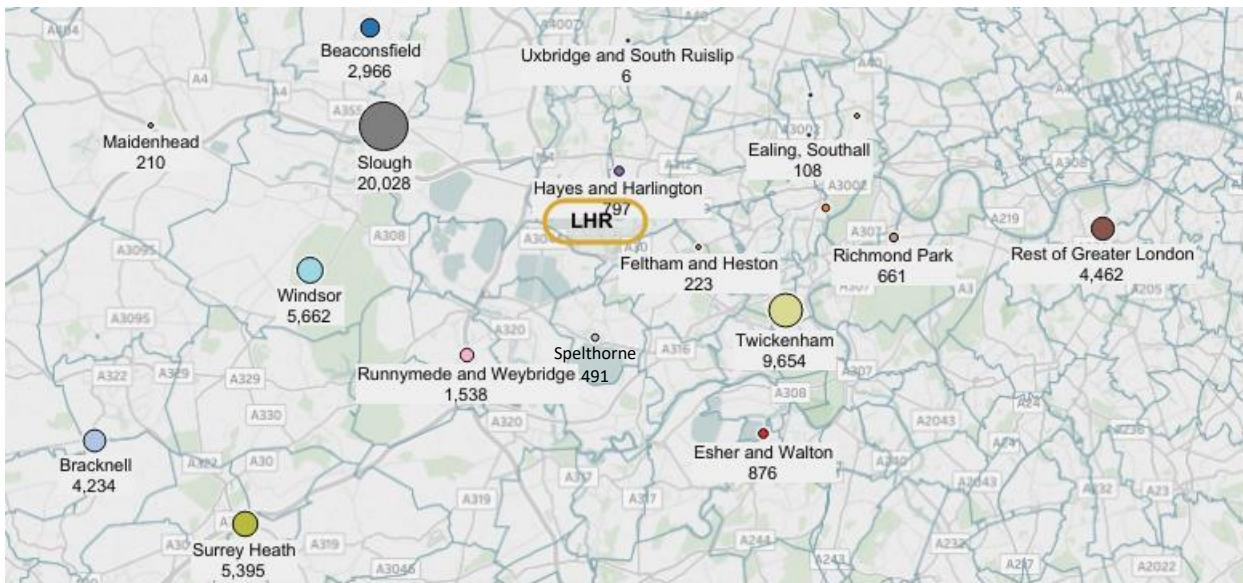
The 'Other' category includes boroughs that fall outside of current HCEB membership, e.g. Reading, Wokingham, Mole Valley, Reigate and Banstead.

Complaints by Parliamentary Constituency



Map of Complainants

The size of bubble and numbers stated represent the total number of complainants from each constituency.

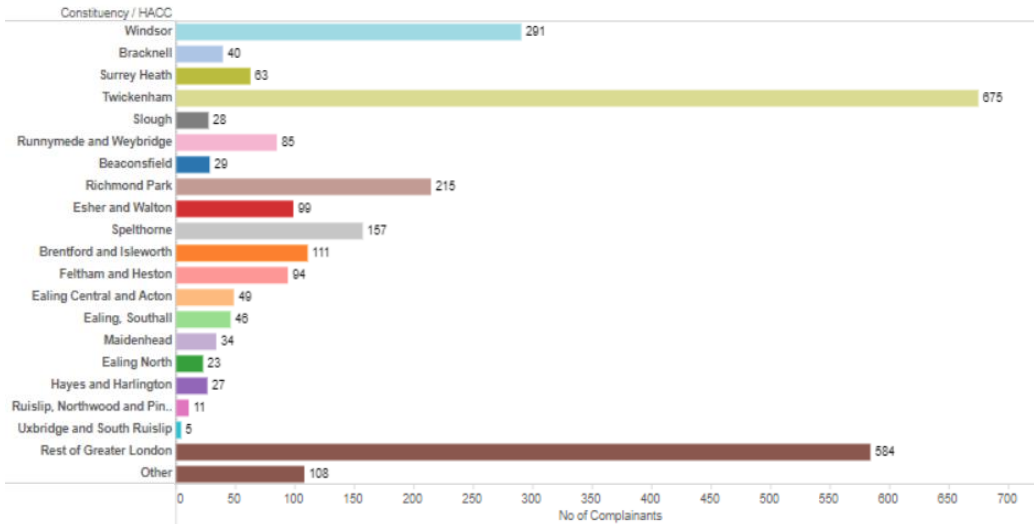


Map of Complaints

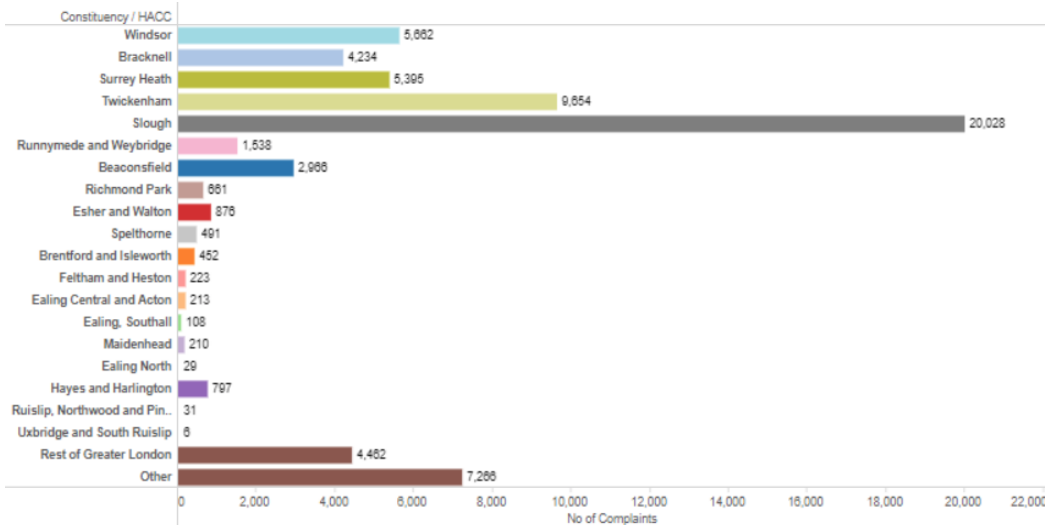
The size of bubble and numbers stated represent the total number of complaints from each constituency.

Parliamentary Constituency Statistics

Number of Complainants



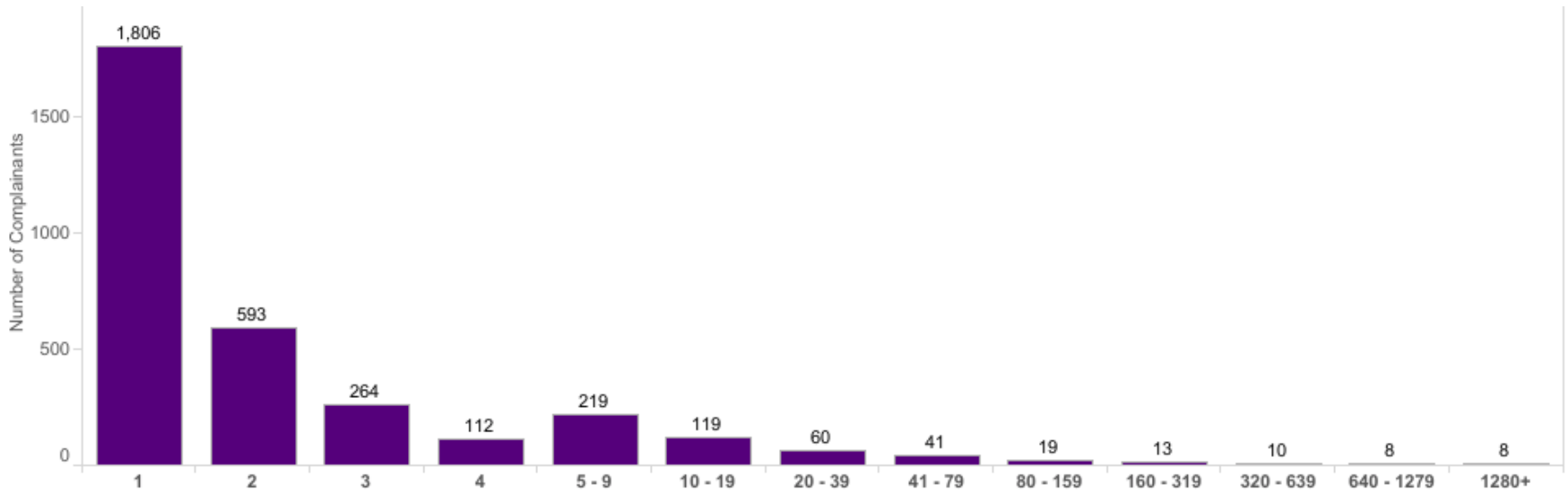
Number of Complaints



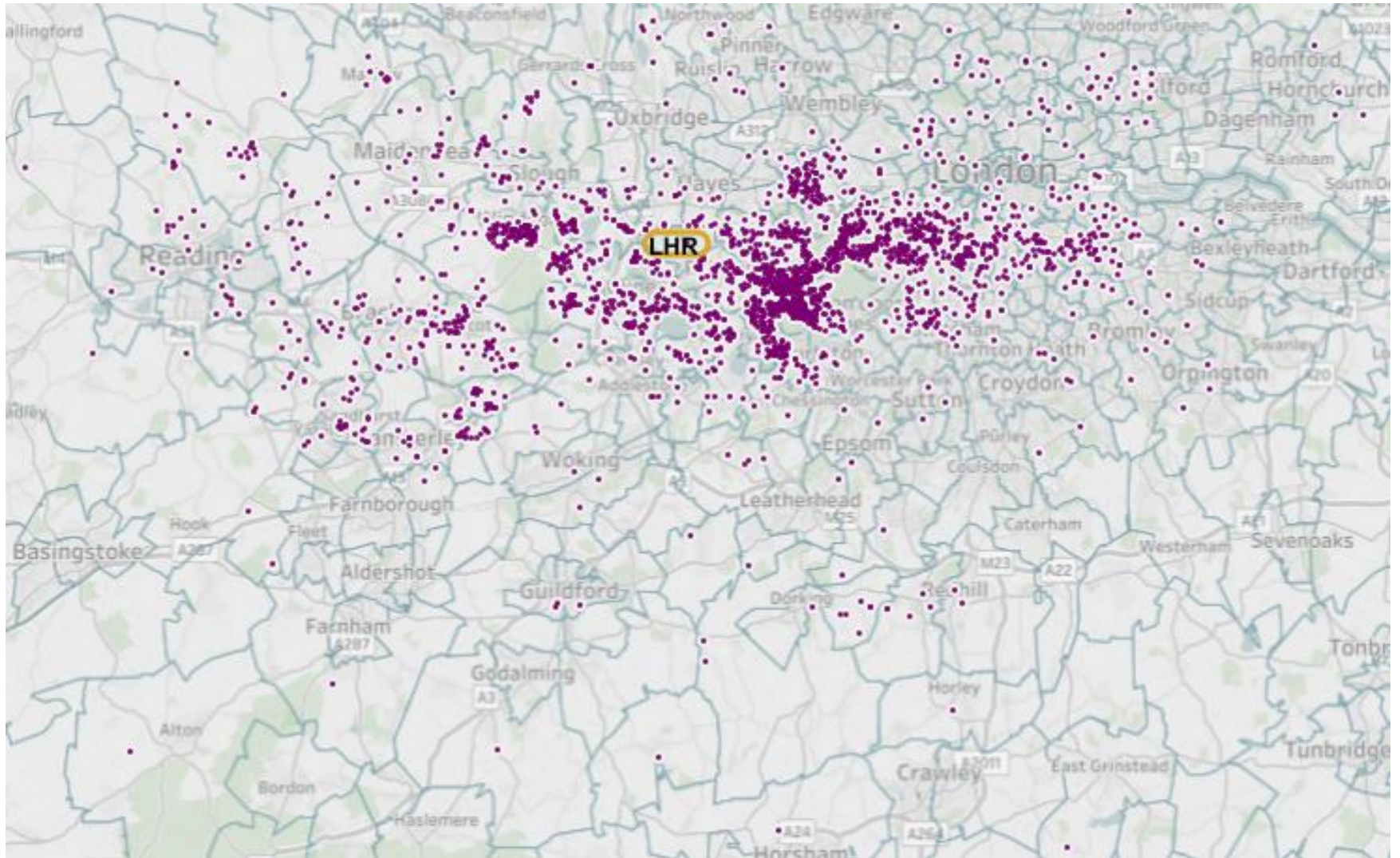
Distribution of Complaints

How many times complainants contacted us

The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 1,806 people complained once, that 264 people complained 3 times and that 8 people complained more than 1,280 times.



Complaints locations



Heathrow