

An aerial photograph of Heathrow Airport at dusk. The terminal buildings are illuminated from within, and the tarmac is lit by ground lights. Several aircraft are visible on the ground, including a large white and red aircraft in the foreground. The sky is a mix of orange, pink, and blue.

Heathrow Noise Complaints 2021

Complaint Statistics

Overall statistics

900 people complained during 2021, making over 37,000 complaints.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
No. of Complainants	96	93	98	101	111	186	218	195	249	121	109	119	900
No. of Complaints	2,602	2,279	2,245	2,380	2,388	3,200	3,373	2,932	3,660	3,518	4,012	4,543	37,132

Top 10 Complainants

Complaints from the 10 people who complained the most times in 2021.

No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
30,016	80.8%	1.1%

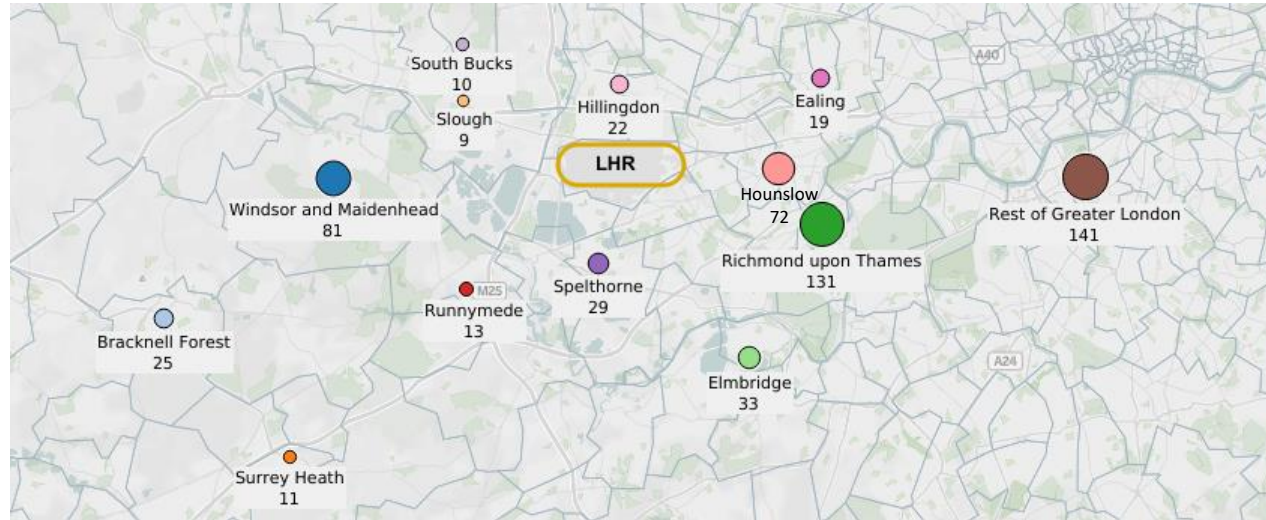
Complainants who complained less than 5 times

Complaints from people who contacted Heathrow 5 times or less in 2021.

No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
1,264	767	85.2%	3.4%

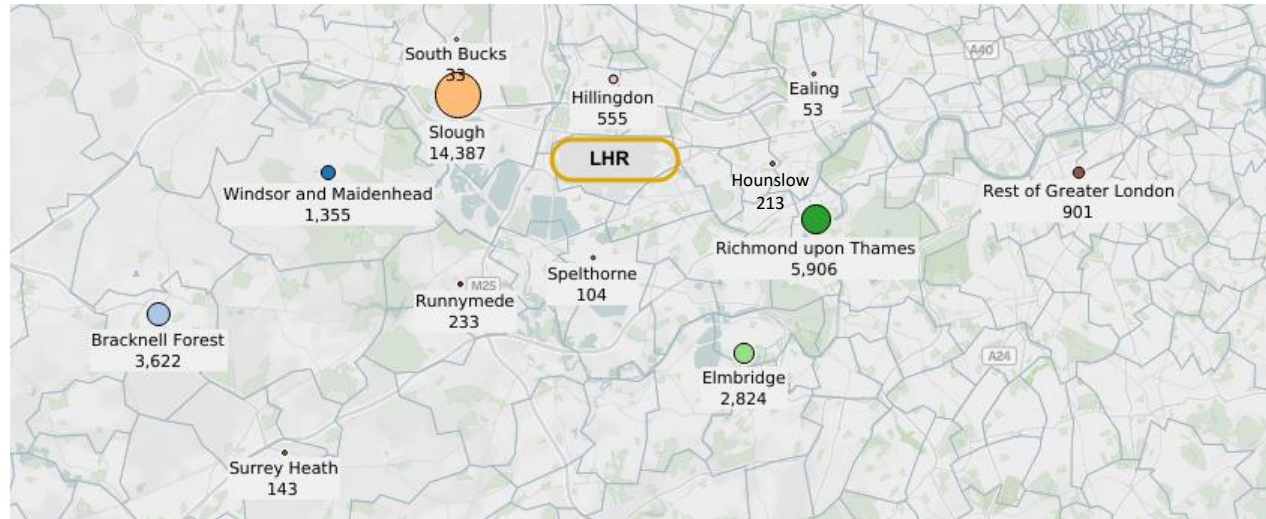
Complaints by Local Authority

Map of Complainants



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

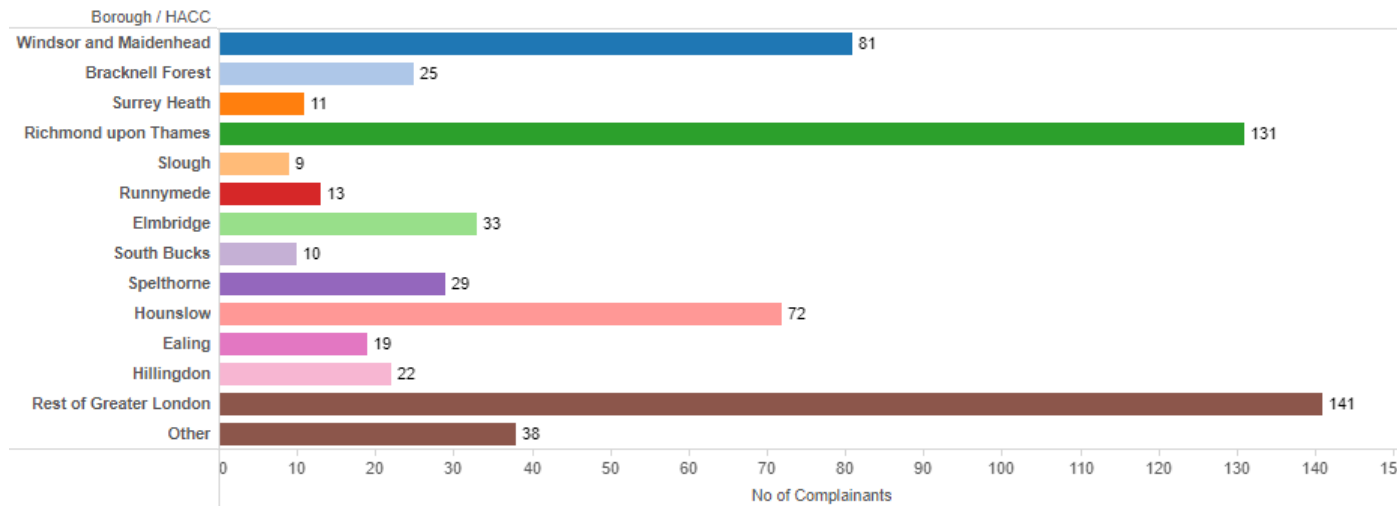
Map of Complaints



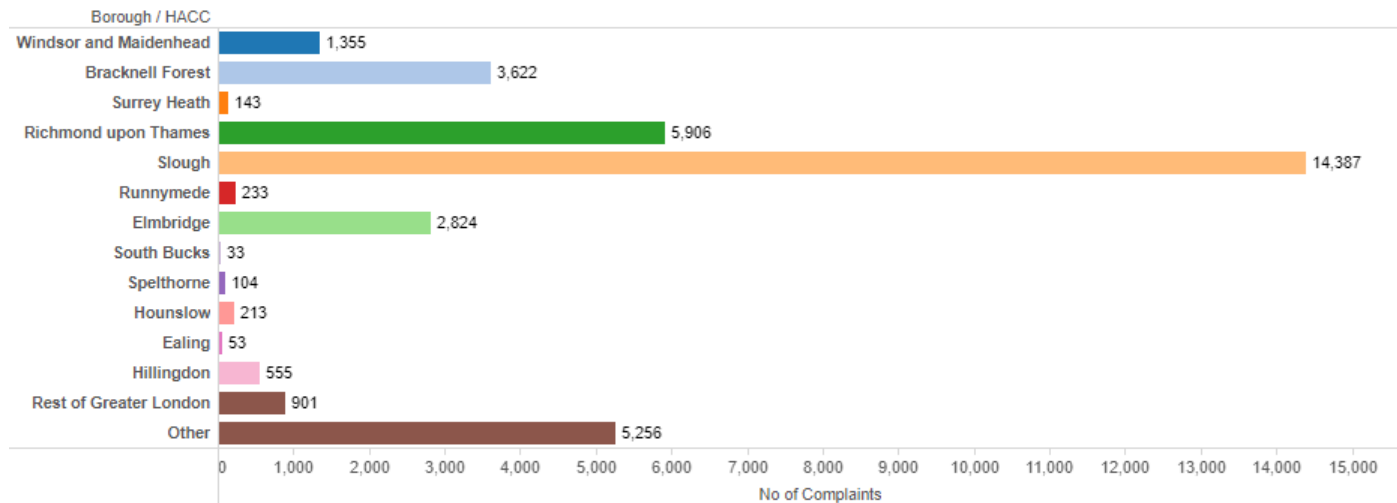
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants

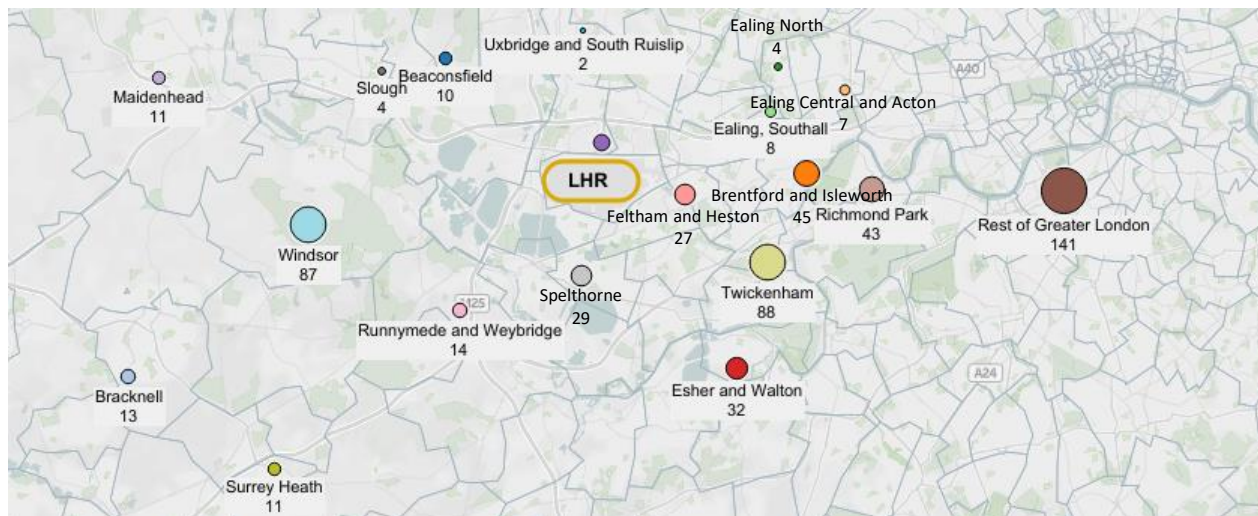


Number of Complaints



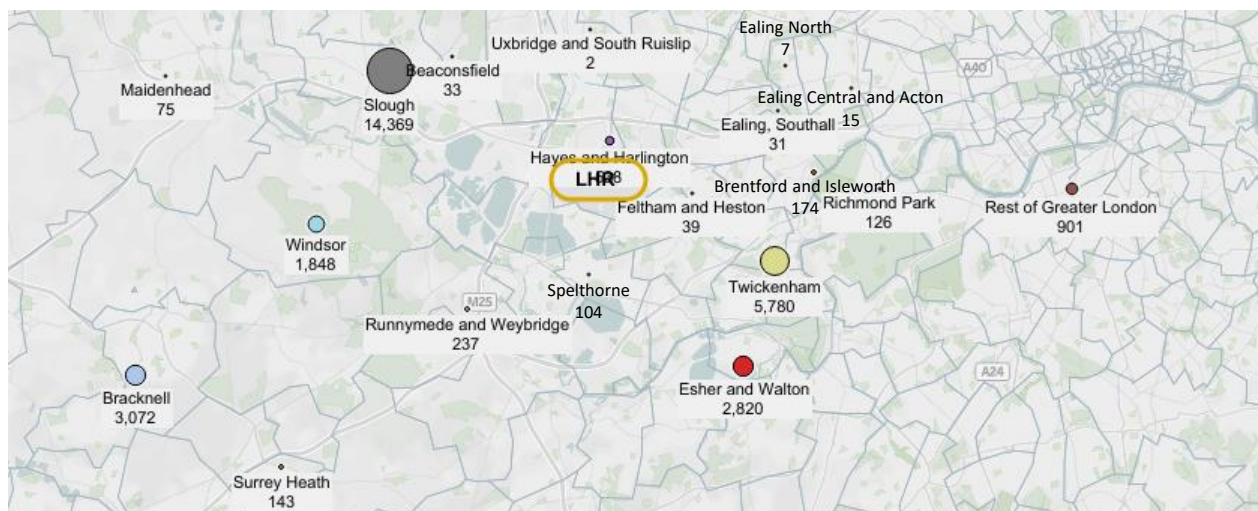
Complaints by Parliamentary Constituency

Map of Complainants



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

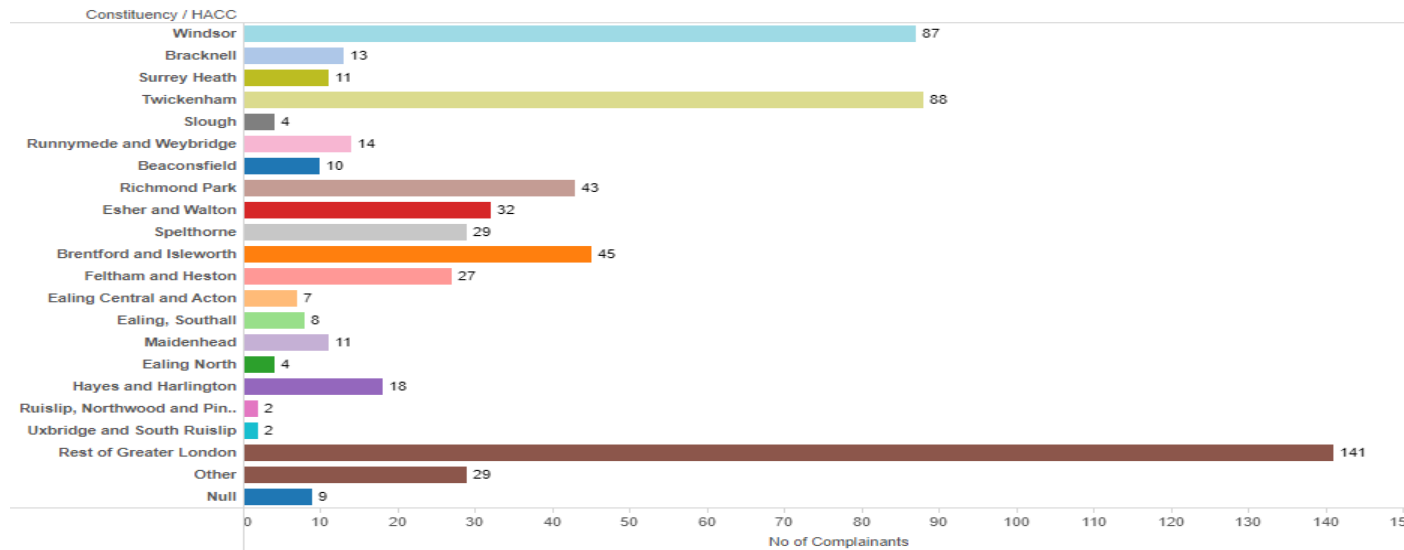
Map of Complaints



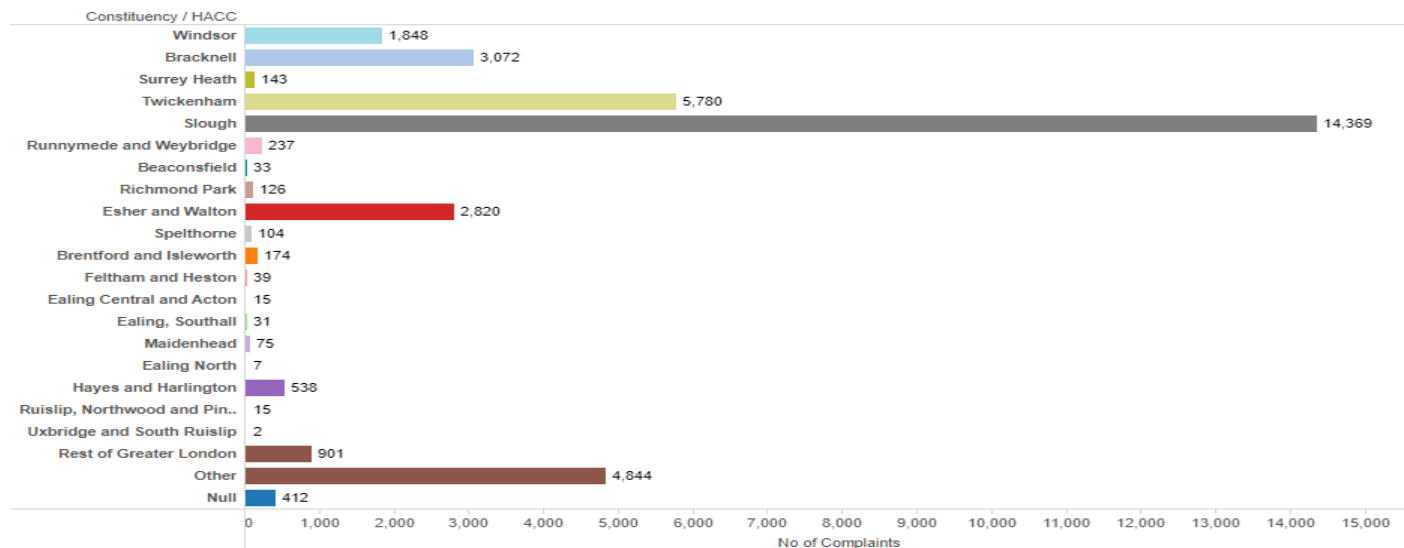
The size of bubble and numbers stated represent the total number of complaints from each constituency.

Parliamentary Constituency Statistics

Number of Complainants



Number of Complaints

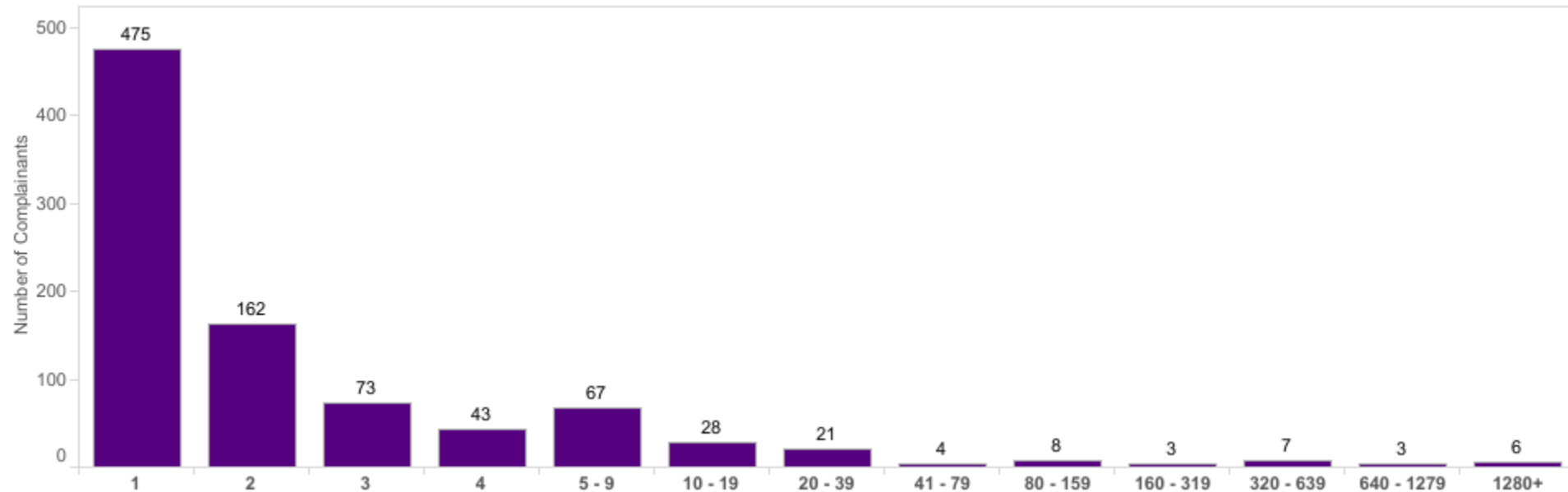


Distribution of Complaints

How many times complainants contacted us

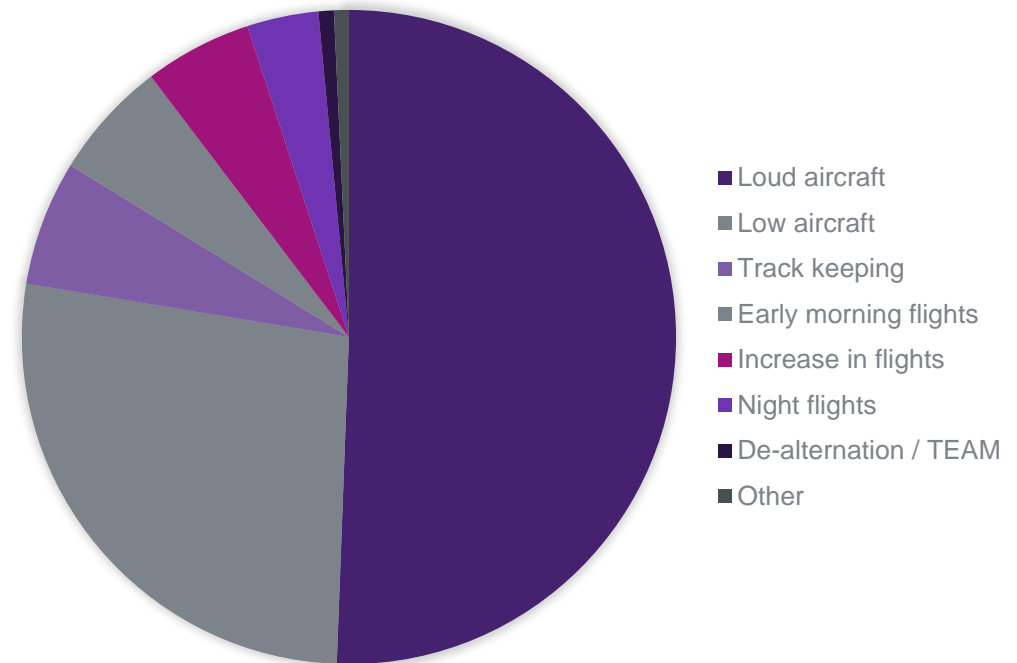
The histogram below plots how many people against how many times they contacted Heathrow in 2021.

For example, it shows that 475 people complained once, that 73 people complained 3 times and that 6 people complained more than 1,280 times.



Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	50.8%
Low aircraft	25.9%
Track keeping	7.1%
Increase in flights	6.4%
Early morning flights	5.0%
Night flights	3.3%
De-alternation / TEAM	1.1%
Other	0.6%



Note: Multiple or duplicate complaints made by one person on one day are not included in this chart.

Complaint Locations

