

An aerial photograph of Heathrow Airport at dusk. The terminal buildings are illuminated from within, and the sky is a mix of orange, pink, and blue. In the foreground, there are various airport buildings, a tall navigation aid tower, and a large aircraft on the tarmac. The overall scene is a busy airport at the end of the day.

Heathrow Noise Complaints 2023

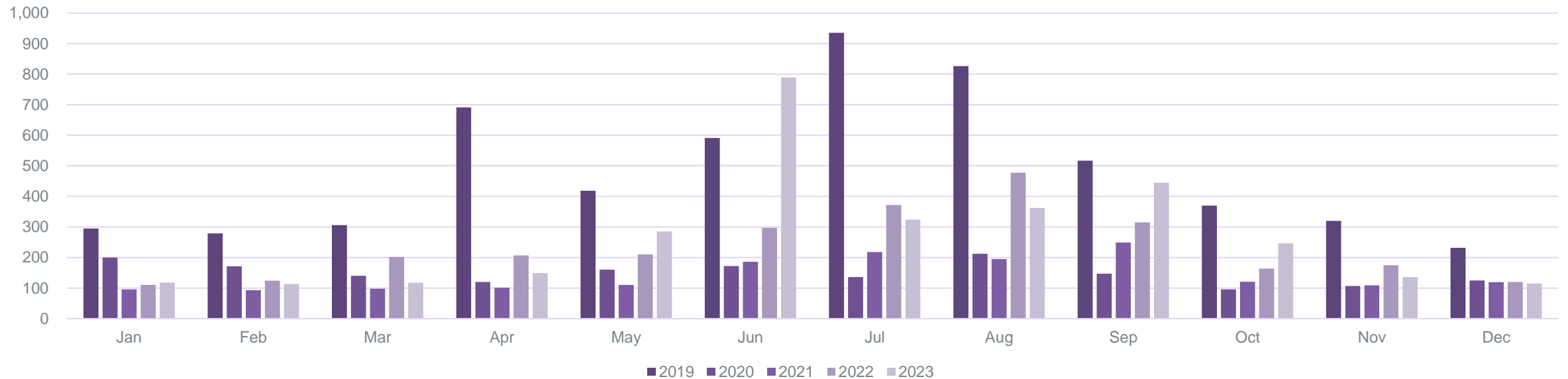
Complaint Statistics

Overall statistics

1,969 people complained during 2023, making over 71,000 complaints.

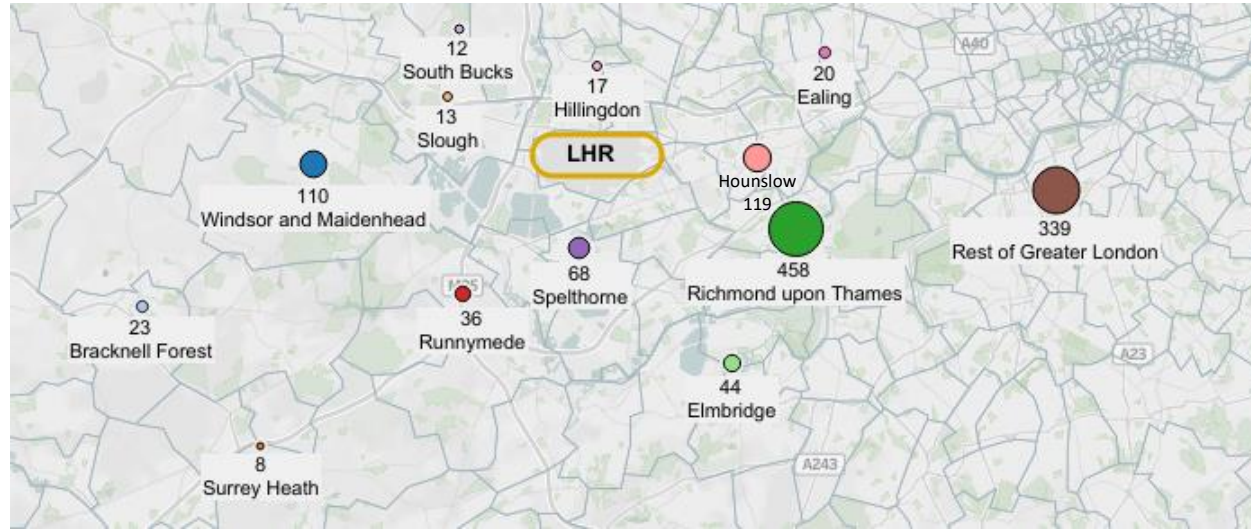
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
No. of Complainants	118	113	117	149	285	789	324	362	445	246	136	115	1,969
No. of Complaints	4,076	4,035	4,538	4,934	6,142	9,078	5,021	7,469	7,337	7,107	5,971	5,333	71,041

No. of Monthly Noise Complainants 2019-2023



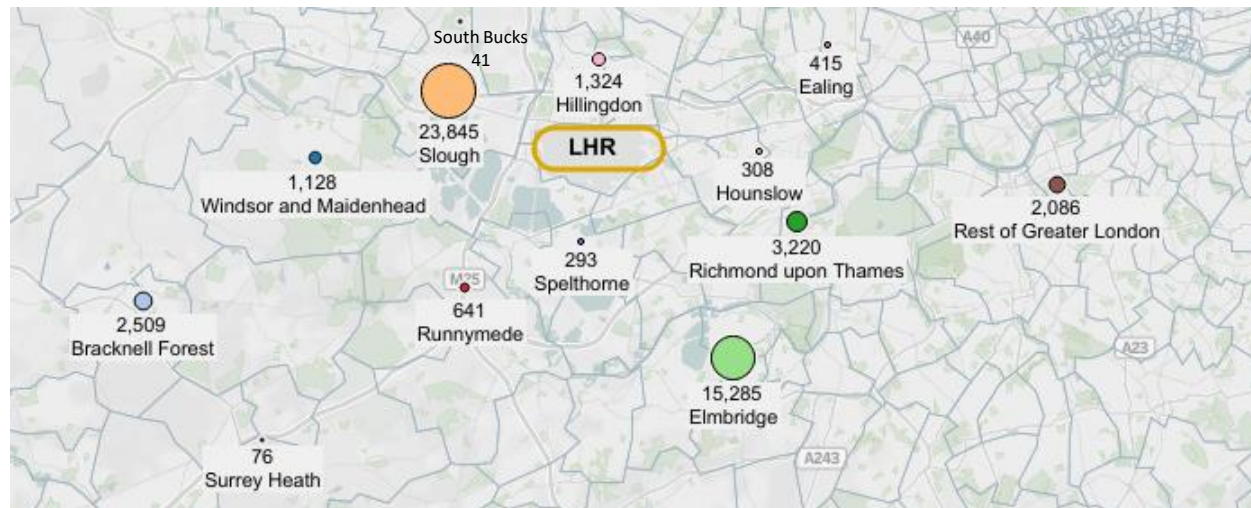
Complaints by Local Authority

Map of Complainants



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

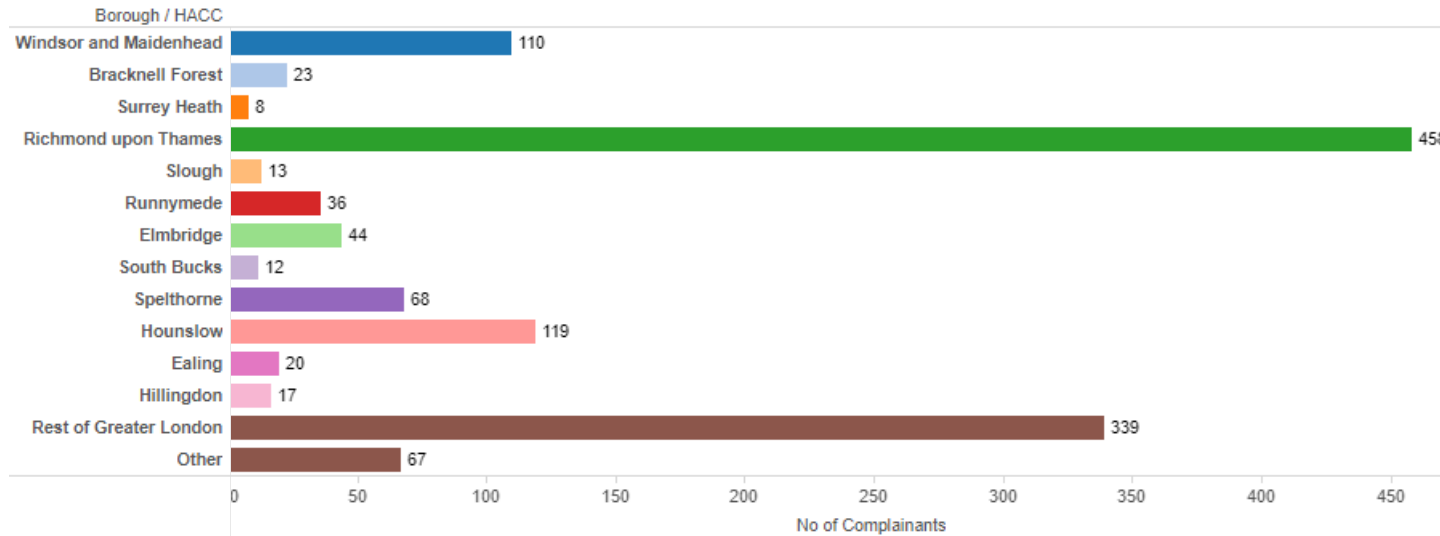
Map of Complaints



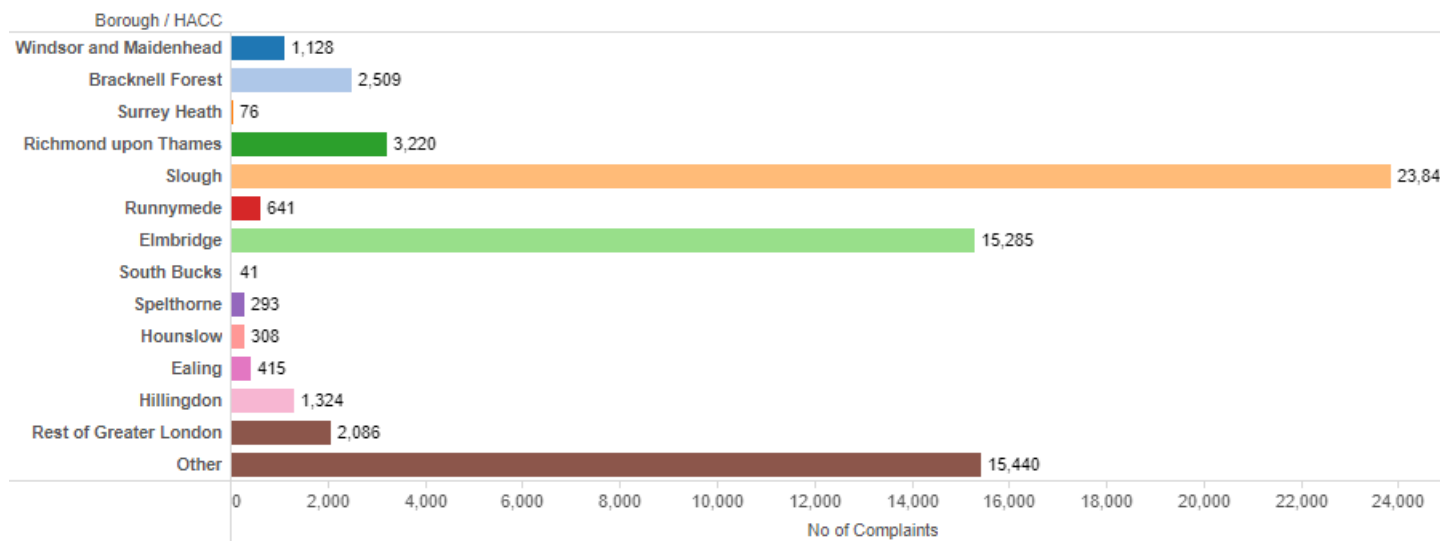
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants

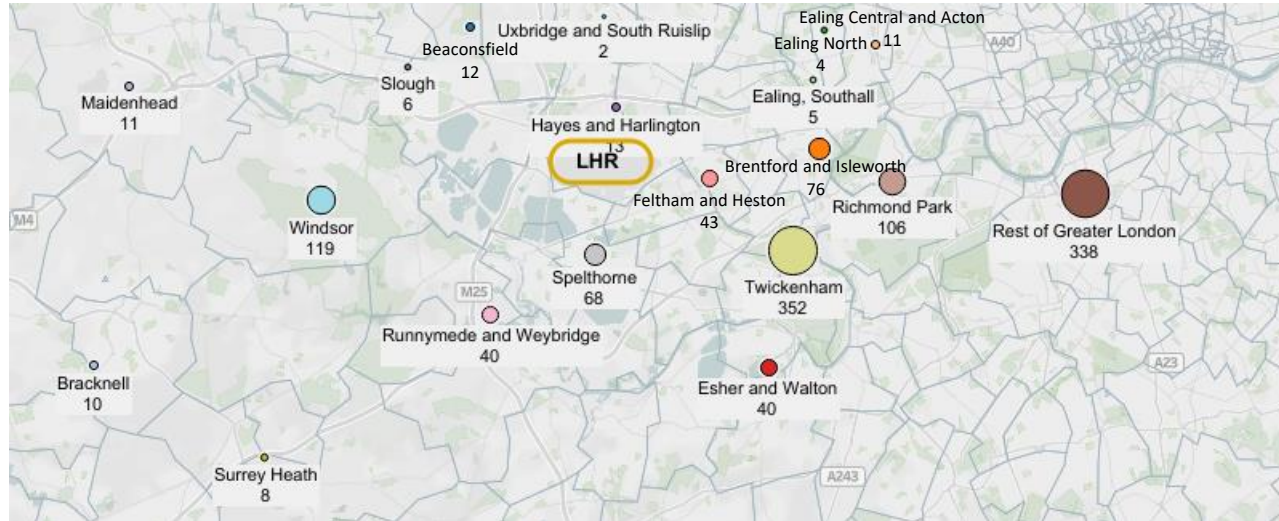


Number of Complaints



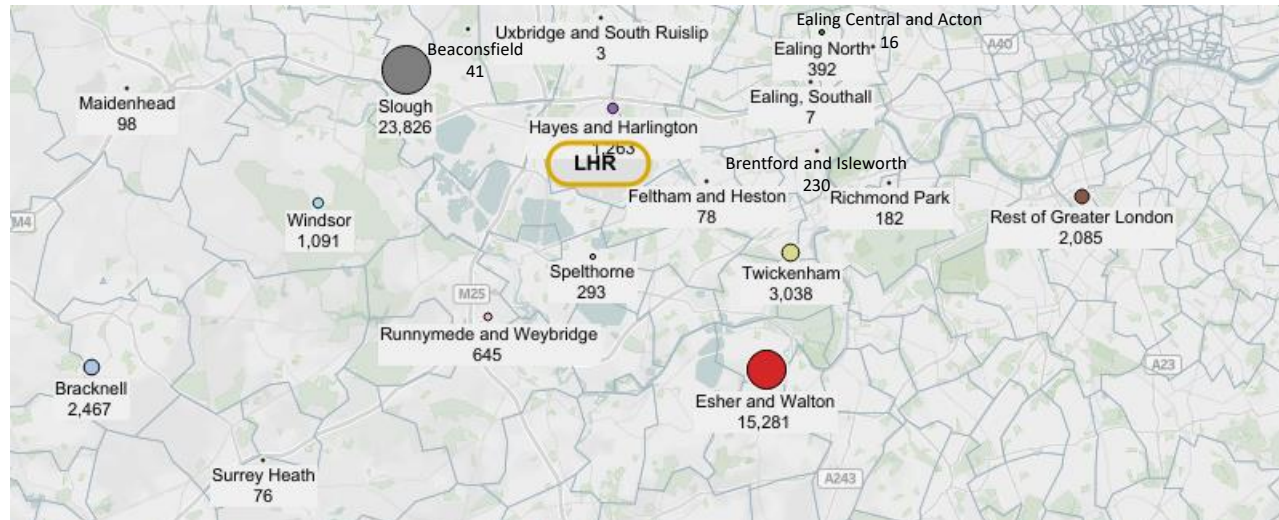
Complaints by Parliamentary Constituency

Map of Complainants



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

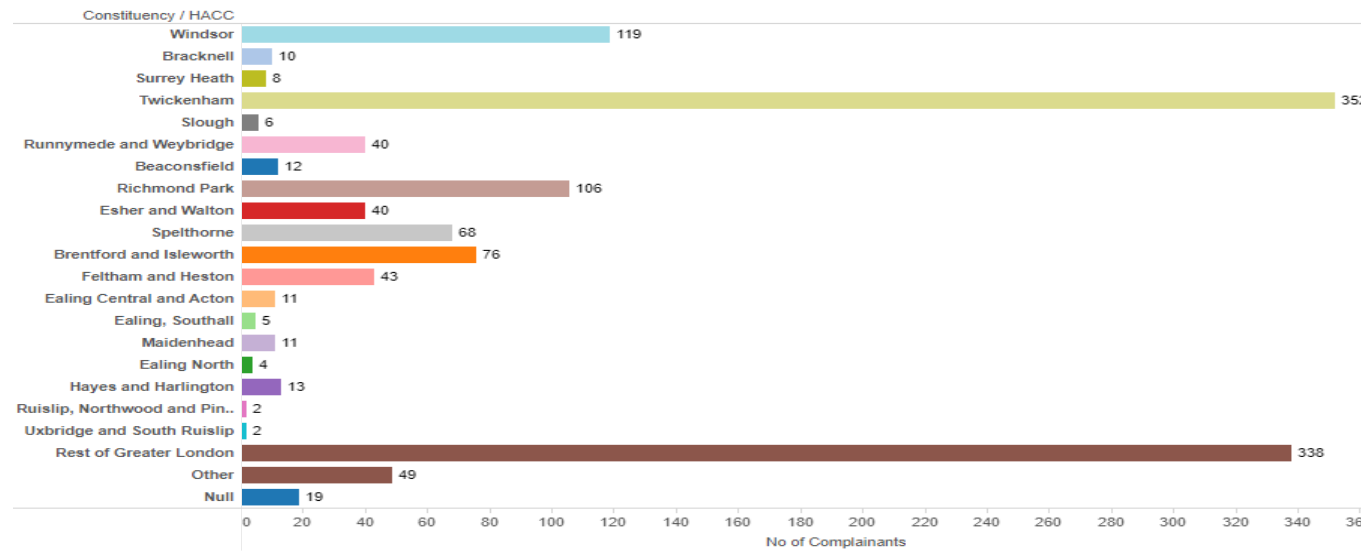
Map of Complaints



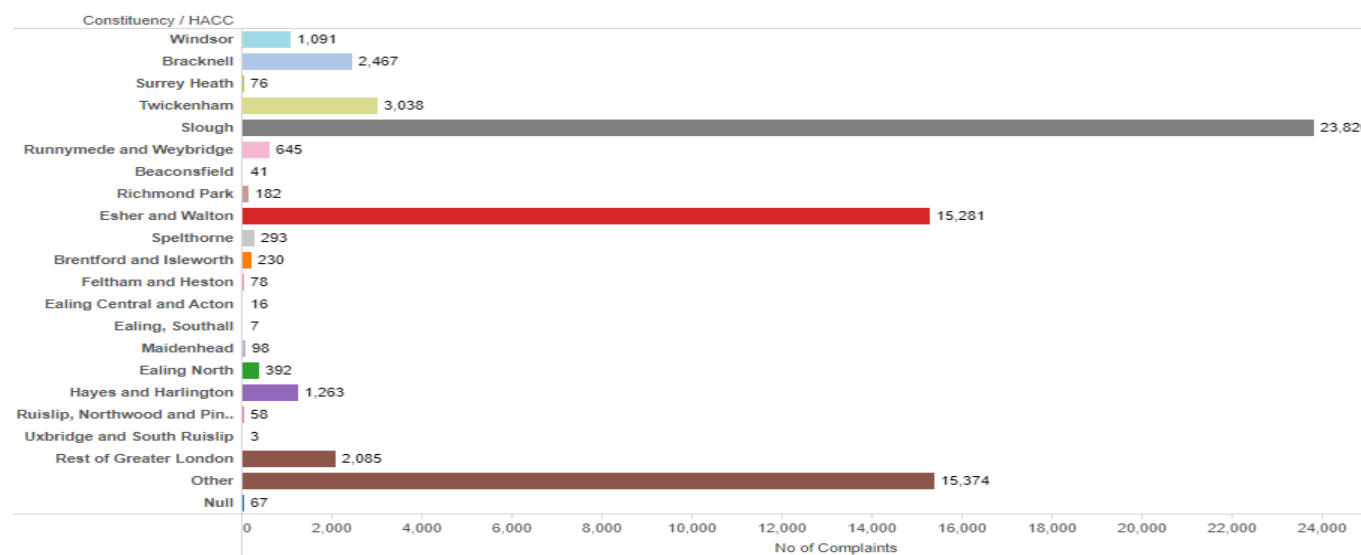
The size of bubble and numbers stated represent the total number of complaints from each constituency.

Parliamentary Constituency Statistics

Number of Complainants



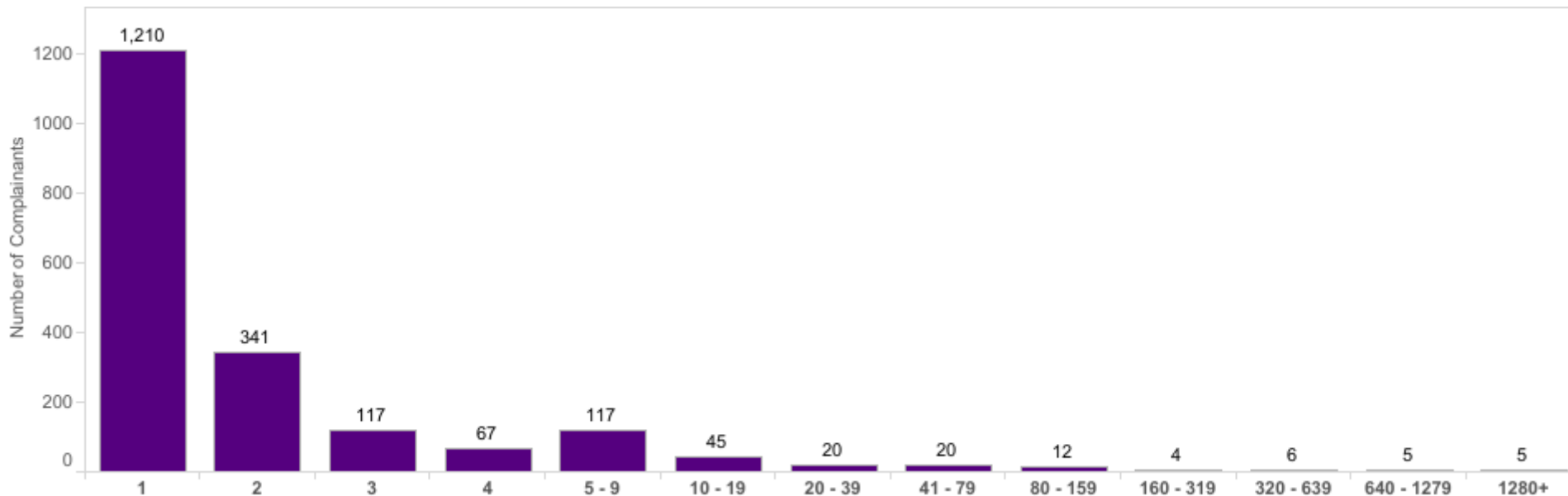
Number of Complaints



Distribution of Complaints

How many times complainants contacted us

This histogram plots how many people against how many times they contacted Heathrow in 2023. For example, it shows that 1,210 people complained once, that 117 people complained 3 times and that 5 people complained more than 1,280 times.



Top 10 Complainants

Complaints from the 10 people who complained the most times in 2023.

No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
60,490	85.2%	0.5%

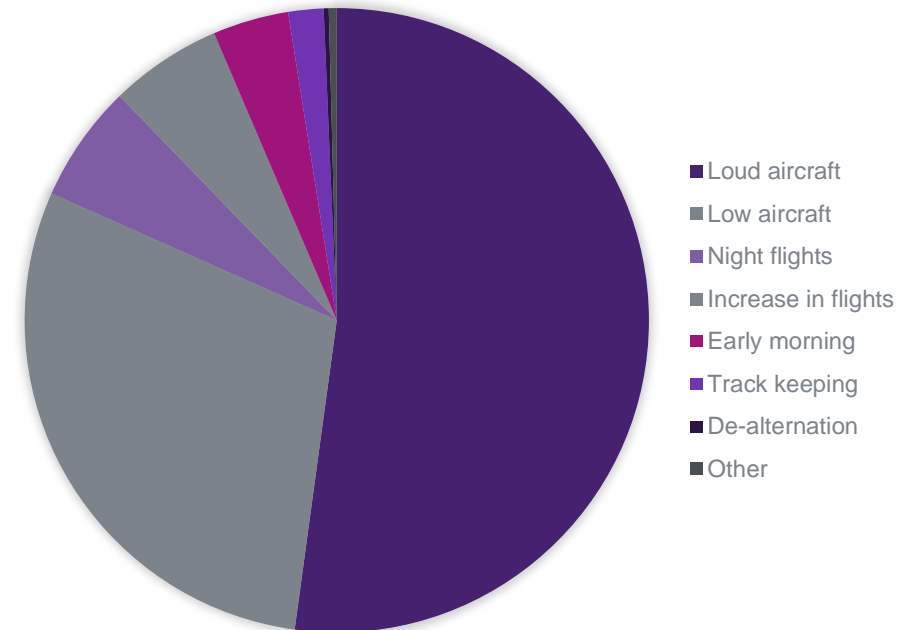
Complainants who complained less than 5 times

Complaints from people who contacted Heathrow 5 times or less in 2023.

No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
2,741	1,780	90.4%	3.9%

Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	52.5%
Low aircraft	27.5%
Increase in flights	7.0%
Early morning flights	5.2%
Night flights	5.1%
Track keeping	1.8%
De-alternation / TEAM	0.4%
Other	0.4%



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

Complaint Locations

