

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 environment during the twilight hours.

Heathrow Noise Complaints 2024 Q1

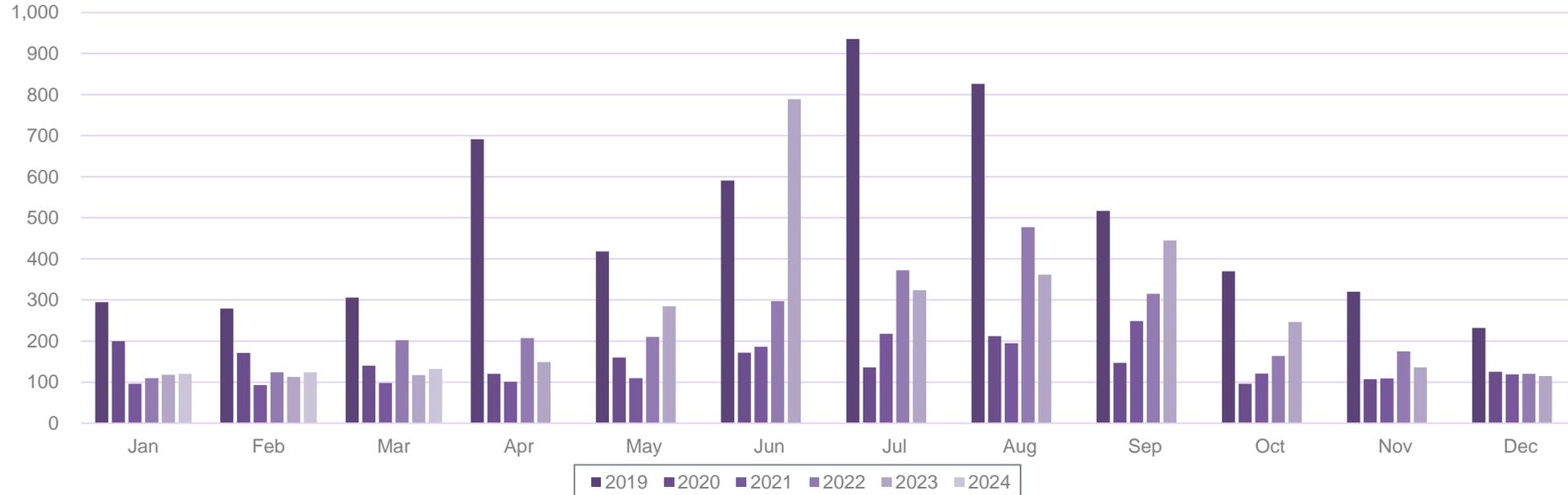
Complaint Statistics

Overall statistics

257 people complained during 2024(Q1), making over 16,274 complaints.

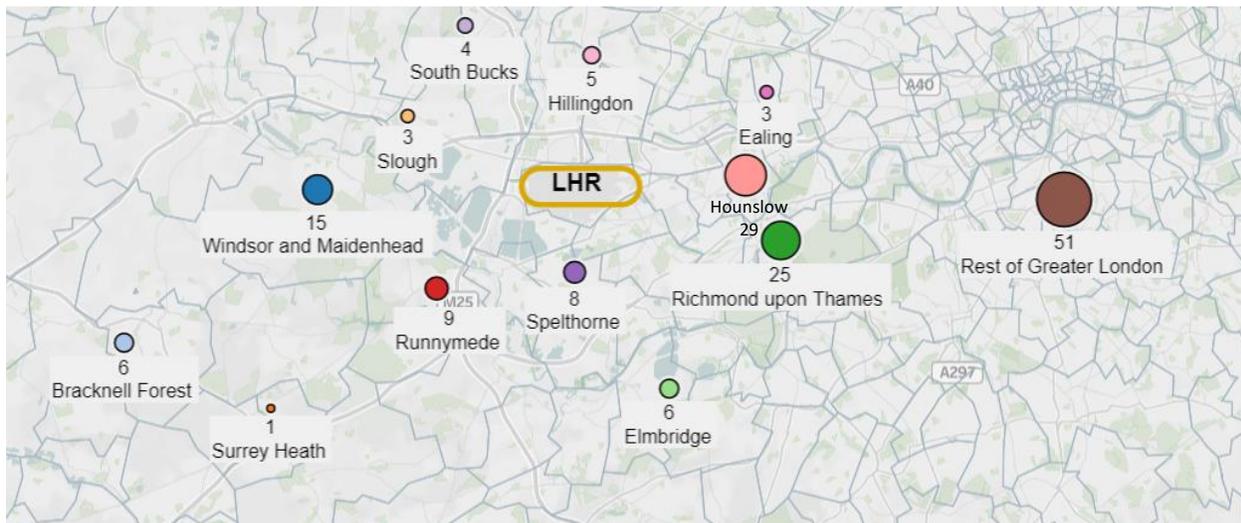
	Jan	Feb	Mar	Total
No. of Complainants	120	124	132	257
No. of Complaints	6,031	5,383	4,860	16,274

No. of Monthly Noise Complainants 2019-2024



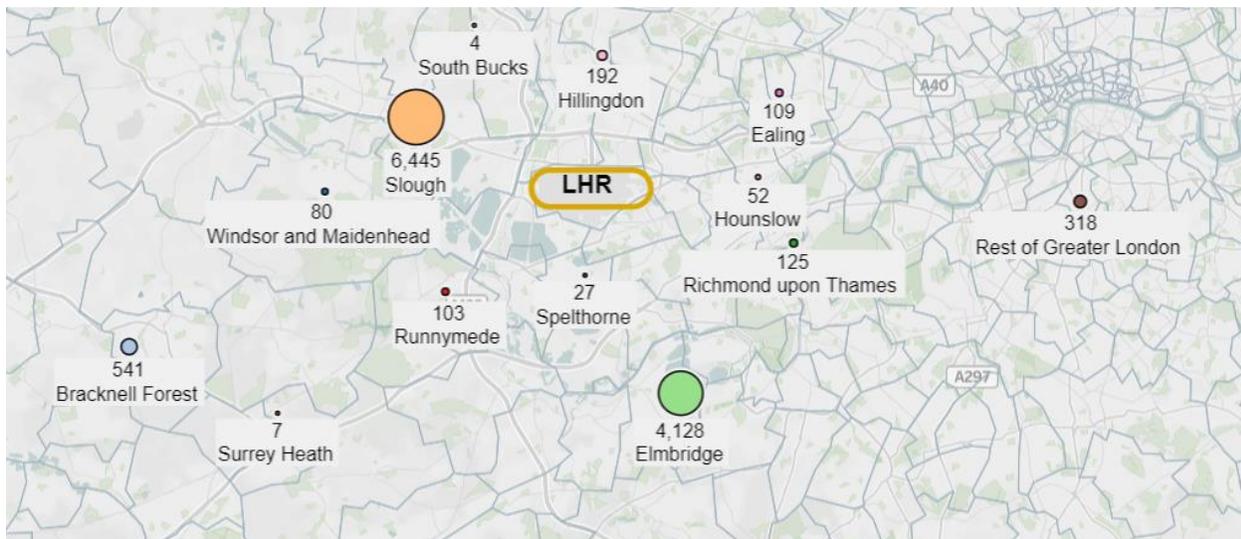
Complaints by Local Authority

Map of Complainants



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

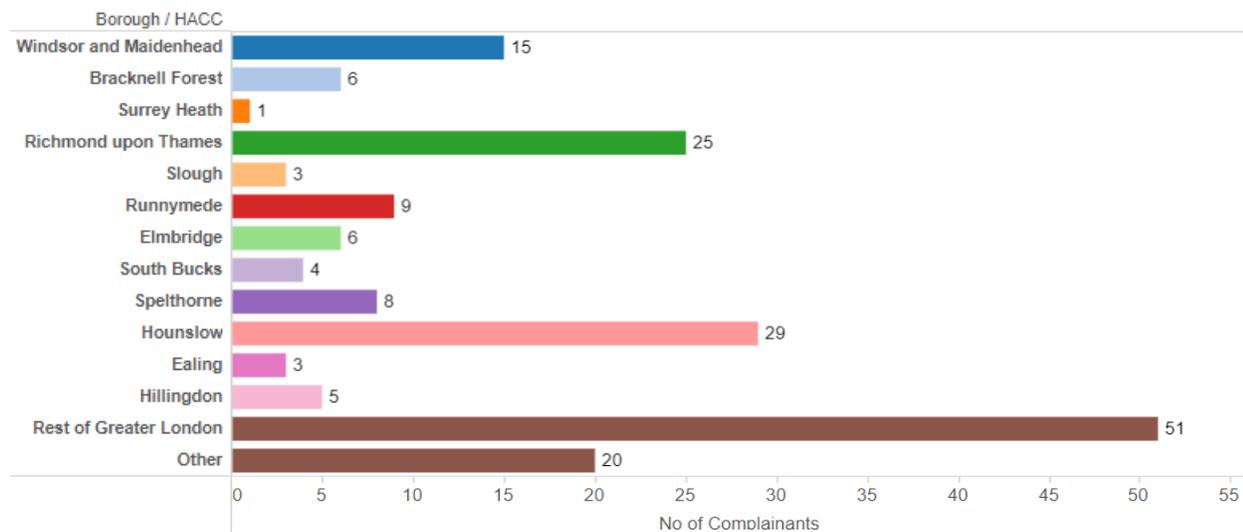
Map of Complaints



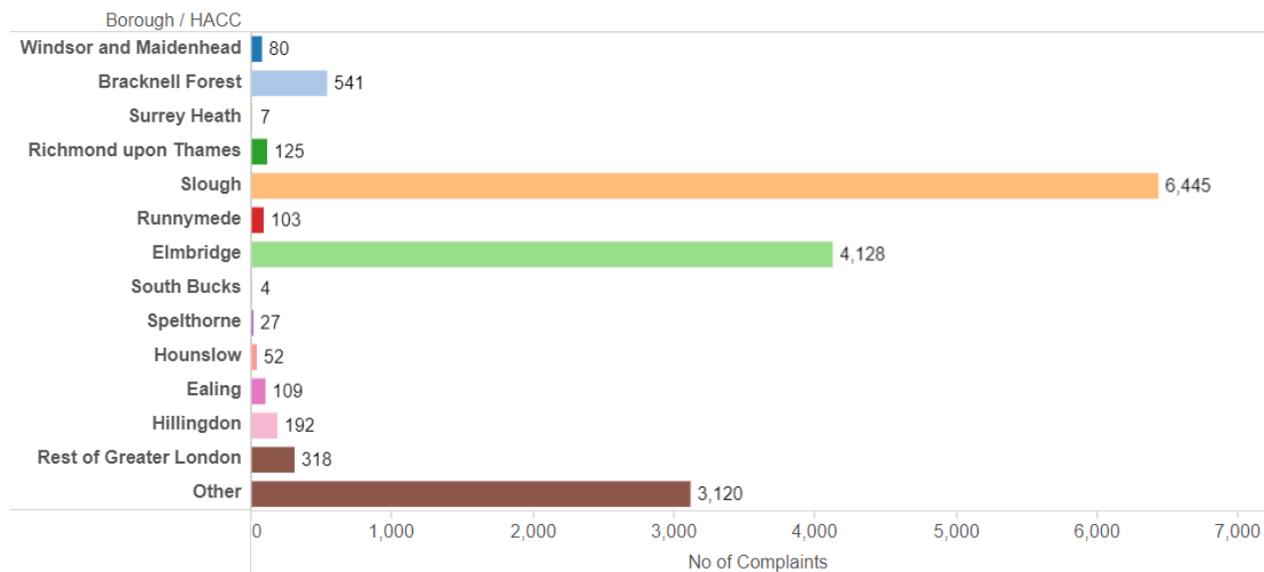
The size of bubble and numbers stated represent the total number of complaints from each Borough.

Local Authority Statistics

Number of Complainants



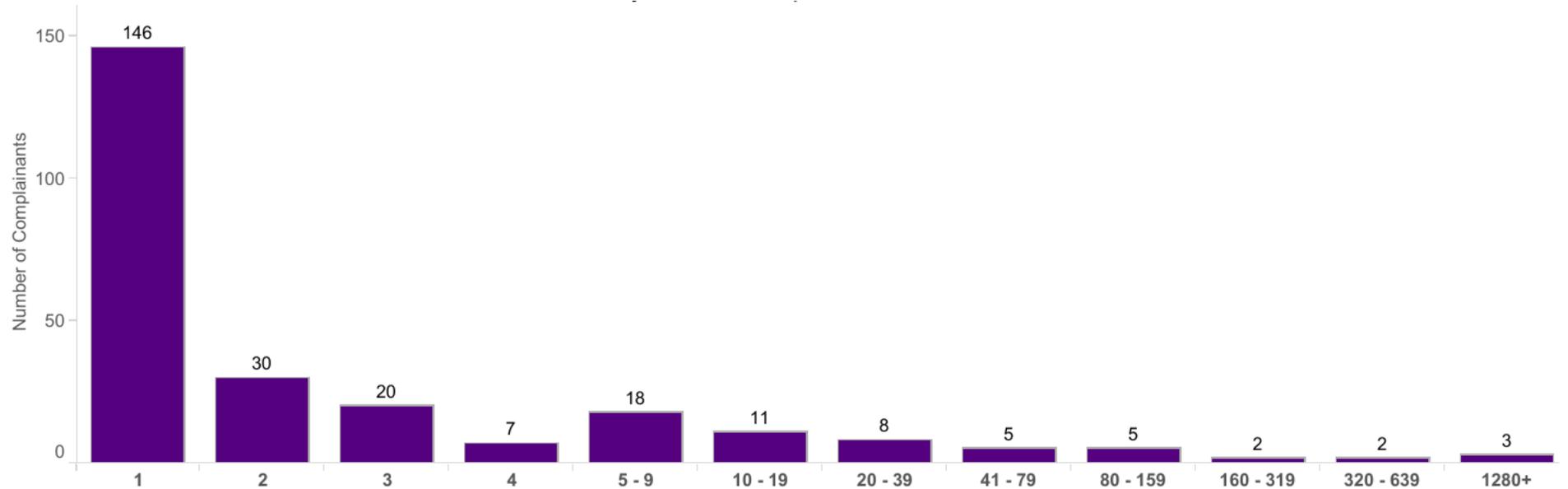
Number of Complaints



Distribution of Complaints

How many times complainants contacted us

This histogram plots how many people against how many times they contacted Heathrow in 2024(Q1). For example, it shows that 146 people complained once, that 20 people complained 3 times and that 3 people complained more than 1280 times.



Top 10 Complainants

Complaints from the 10 people who complained the most times in 2024(Q1).

No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
15,062	92.6%	3.9%

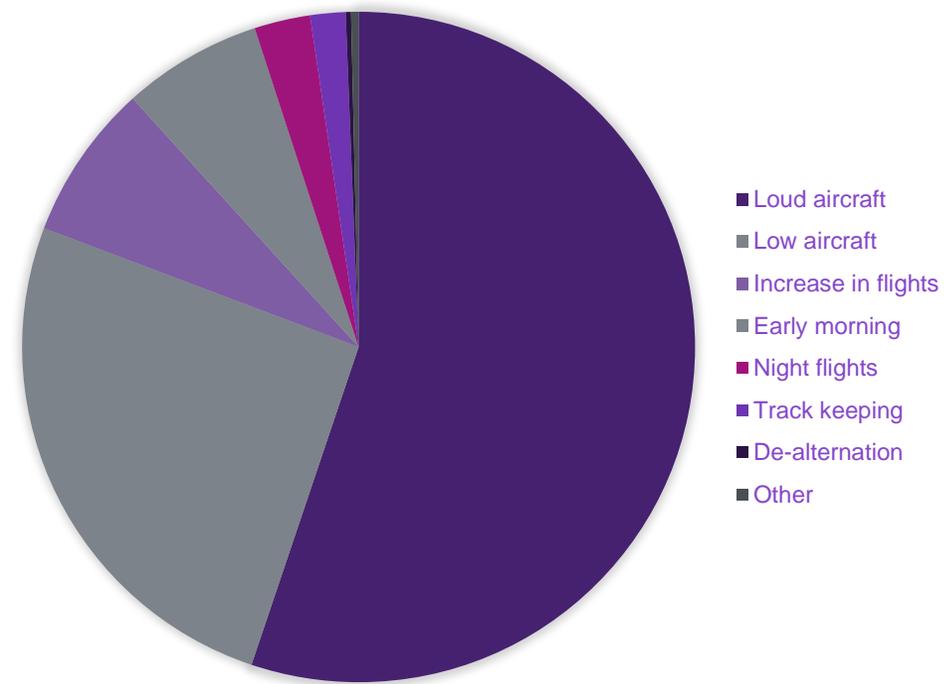
Complainants who complained less than 5 times

Complaints from people who contacted Heathrow 5 times or less in 2024(Q1).

No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
307	205	79.8%	1.9%

Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	55.2%
Low aircraft	25.6%
Increase in flights	7.5%
Early morning flights	6.7%
Night flights	2.7%
Track keeping	1.7%
De-alternation / TEAM	0.3%
Other	0.4%



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

Complaint Locations

