

Noise Complaints and Information Service

COMPLAINTS MANAGEMENT

Airservices manages complaints and enquiries about aircraft noise and operations through our dedicated Noise Complaints and Information Service (NCIS).

The service is the Australian aviation industry's main interface for the community on aircraft noise and related issues, providing a 'one stop shop' for enquiries and complaints.

More information is available on our website:
www.airservicesaustralia.com/aircraftnoise

Complaints and enquiries help identify issues of community concern and possible opportunities for improvements. These improvements to aviation programs and services may ultimately deliver better noise outcomes for communities.

When analysing the information received from complaints and enquiries we focus on the number of complainants and the issues raised by them, rather than the number of complaints received from an individual.

The data is used to identify systemic problems, provide guidance for government departments in developing aviation policy and provide other aviation agencies (such as the Civil Aviation Safety Authority) and industry bodies (such as airports) information on community concerns.

Resolving complaints

We receive complaints and enquiries about aircraft activities Australia-wide and aim to resolve the issue.

A complaint or enquiry is considered 'resolved' if one of the following applies:

- the complainant or person seeking information is satisfied
- all reasonable steps have been taken to investigate the complaint and an appropriate remedy and/or a full explanation for the situation has been offered to the complainant or person seeking information
- the complaint or issue of concern is being managed through a separate process.

Some complaints may be considered resolved even when a complainant remains dissatisfied.

About our service

There are certain things the Noise Complaints and Information Service can do, and some things we cannot.

We can

- explain aircraft movements and flight paths
- provide aviation information e.g. curfew arrangements, air traffic control and use of technology
- identify and investigate trends, issues and opportunities that may assist in improving the environmental impact of aircraft operations and follow through on them
- work with other aviation industry stakeholders to resolve issues raised
- consider possible changes to air traffic management and advise if they are not possible, or refer them for further investigation

We cannot

- speculate on or change government policy (When is the government going to insulate my house or introduce a curfew?)
- provide health or safety advice relating to aircraft noise or emissions (What about the effects on my health from lack of sleep?)
- change flight schedules (Why are there so many flights late at night?)

We record all complaints and enquiries in a database. This allows us to track the progress of individual complaints and identify significant trends for aircraft noise concerns.

About WebTrak

A key component of our management of aircraft noise is WebTrak. This online system displays information about where and how high aircraft fly over metropolitan areas. It shows a map of suburbs within 55km of a selected airport. You can view information about arriving and departing aircraft, from three months earlier up to just 40 minutes ago. After selecting an aircraft, you can make a complaint about that flight.

You can also:

- locate your street address to have your home location appear on the map
- see noise levels of individual aircraft and view information about the aircraft including aircraft type, height, origin and destination
- display an aircraft's flight path in relation to your home
- zoom in and out down to street level.

Operations at eight major Australian airports are covered by WebTrak. It can be accessed from our website: www.airservicesaustralia.com/aircraftnoise/webtrak

How to lodge a complaint or enquiry

You can lodge a complaint or make an enquiry:

- directly via WebTrak
- using our online form
- by telephoning 1800 802 584 (freecall) or 1300 302 240 (local call – Sydney)
- by fax (02) 9556 6641
- by mail, Noise Complaints and Information Service, PO Box 211, Mascot NSW 1460.

Response time

The Noise Complaints and Information Service has a 21 day turnaround policy when a response is required. When following up a complaint or enquiry we will attempt to contact you three times within 21 days before considering a matter closed.

Reporting complaints data

We regularly publish reports on noise complaint statistics and other information for major airports. These reports are available on our website: www.airservicesaustralia.com/publications/reports-and-statistics/noise-reports

Aircraft Noise Ombudsman

The Aircraft Noise Ombudsman conducts independent administrative reviews of our management of aircraft noise-related activities. The Ombudsman also considers complaints where a member of the public is not satisfied with how an issue has been handled by Airservices. Further information about the Ombudsman can be found at www.ano.gov.au



For more information

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