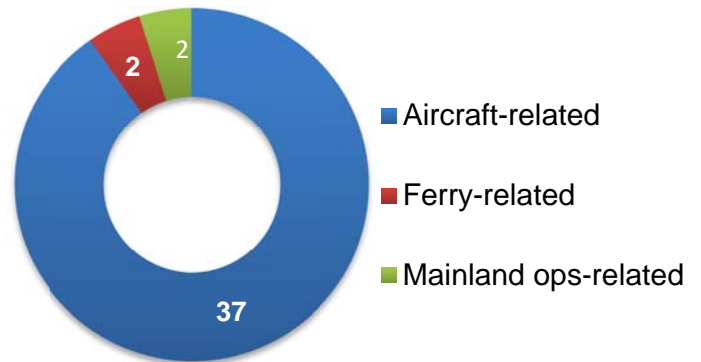


## SUMMARY

### 41 TOTAL COMPLAINTS

Total aircraft-related	<b>37</b>
Total ferry-related	<b>2</b>
Total construction*	<b>0</b>
Total mainland ops related	<b>2</b>
* Non-pedestrian tunnel related	

### COMPLAINTS BY ACTIVITY



### 37 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	<b>8</b>
General aviation	<b>23</b>
Medevac	<b>4</b>
Police helicopters	<b>00</b>
Helicopters	<b>01</b>
Military	<b>00</b>
No associated aircraft movement found	<b>01</b>
General	<b>00</b>
<b>Curfew violations</b>	<b>0</b>

**COMPLAINTS YEAR OVER YEAR: (Apr 2014/ Apr 2015)**

**↑ 22%**

**COMPLAINT TURNAROUND COMMITMENT MET**

**100%**

\*Response to complaint within 5 working days