

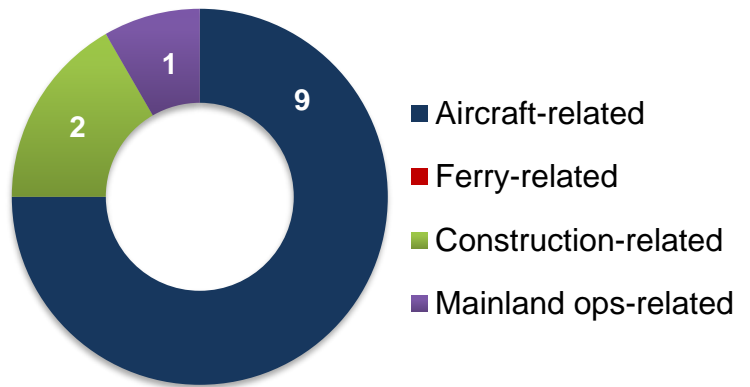
## SUMMARY

### 12 TOTAL COMPLAINTS

Total aircraft-related	9
Total ferry-related	0
Total construction*	2
Total mainland ops related	1

\* Terminal Upgrade related

### COMPLAINTS BY ACTIVITY



### 9 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	03
General aviation	02
Medevac	01
Police helicopters	00
Helicopters	01
Military	00
No associated aircraft movement found	00
General	02

**Curfew violations** 0

**COMPLAINTS YEAR OVER YEAR: (Dec. 2017/ Dec. 2016)**

**↑ 50%**

**COMPLAINT TURNAROUND COMMITMENT MET**

**100%**

\*Response to complaint within 5 working days