

## SUMMARY

**29**

### TOTAL COMPLAINTS

Total aircraft-related

**27**

Total ferry-related

**1**

Total construction\*

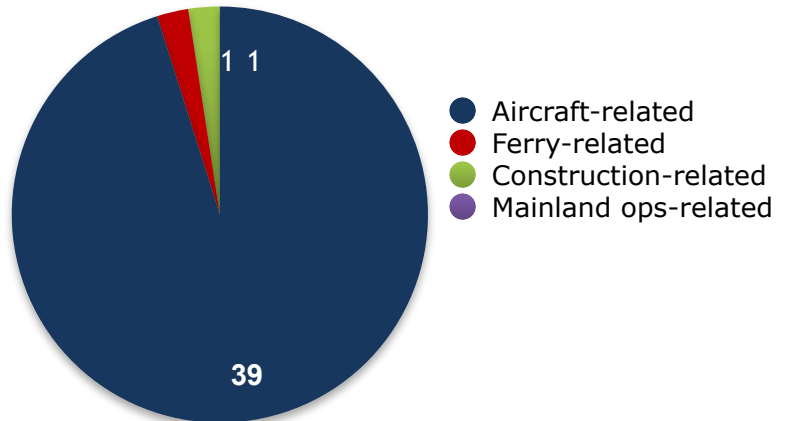
**1**

Total mainland ops related

**0**

\* Terminal Upgrade related

### COMPLAINTS BY ACTIVITY



**27**

### COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	<b>04</b>
General aviation	<b>04</b>
Medevac	<b>03</b>
Police helicopters	<b>00</b>
Helicopters	<b>00</b>
Military	<b>00</b>
No associated aircraft movement found	<b>00</b>
General	<b>16</b>

**Curfew violations** **0**

**COMPLAINTS YEAR OVER YEAR: (Mar 2017/Mar2018)**

**↑ 32%**

**COMPLAINTS YEAR OVER YEAR: (YTD 2017/ YTD 2018)**

**↑ 10%**

**COMPLAINT TURNAROUND COMMITMENT MET**

\*Response to complaint within 5 working days

**100%**