

## SUMMARY

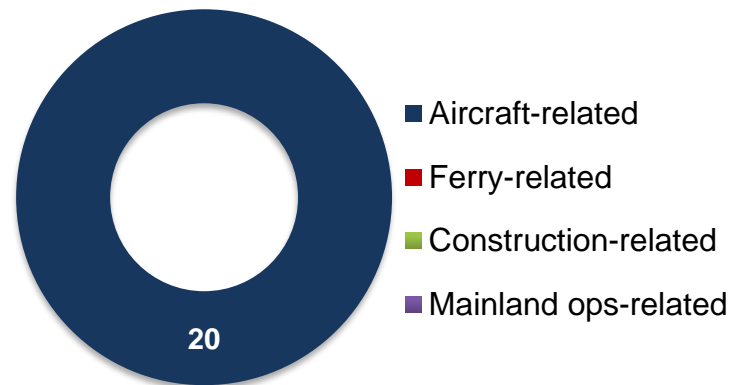
**20**

### TOTAL COMPLAINTS

Total aircraft-related	<b>20</b>
Total ferry-related	<b>0</b>
Total construction*	<b>0</b>
Total mainland ops related	<b>0</b>

\* Terminal Upgrade related

### COMPLAINTS BY ACTIVITY



**20**

### COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	<b>02</b>
General aviation	<b>02</b>
Medevac	<b>00</b>
Police helicopters	<b>00</b>
Helicopters	<b>00</b>
Military	<b>01</b>
No associated aircraft movement found	<b>00</b>
General	<b>15</b>

**Curfew violations** **1**

**COMPLAINTS YEAR OVER YEAR: (Aug2017/Aug 2018)**



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



**COMPLAINT TURNAROUND COMMITMENT MET**

\*Response to complaint within 5 working days

