

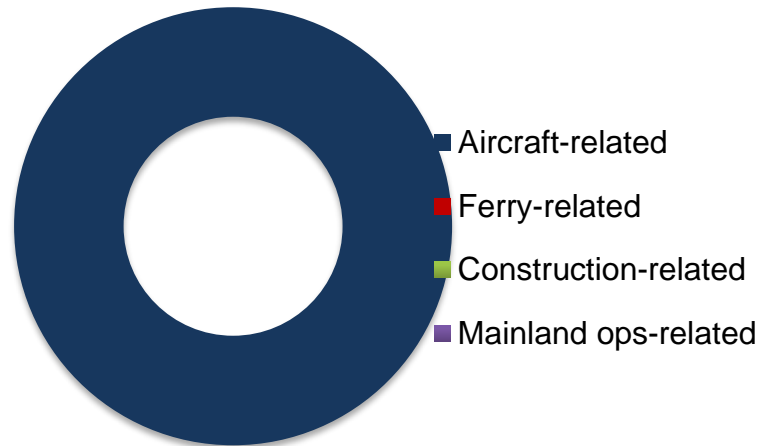
## SUMMARY

**08**

### TOTAL COMPLAINTS

Total aircraft-related	<b>08</b>
Total ferry-related	<b>0</b>
Total construction*	<b>0</b>
Total mainland ops related	<b>0</b>

### COMPLAINTS BY ACTIVITY



**08**

### COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	<b>00</b>
General aviation	<b>07</b>
Medevac	<b>01</b>
Helicopters	<b>00</b>
Military	<b>00</b>
Engine Runs	<b>00</b>

**Curfew violations** **0**

**COMPLAINTS YEAR OVER YEAR: (Jan 2021/Jan 2020)**

**↓ 53%**

**COMPLAINTS YEAR OVER YEAR: (YTD 2021/ YTD 2020)**

**↓ 53%**

**COMPLAINT TURNAROUND COMMITMENT MET**

\*Response to complaint within 5 working days

**100%**