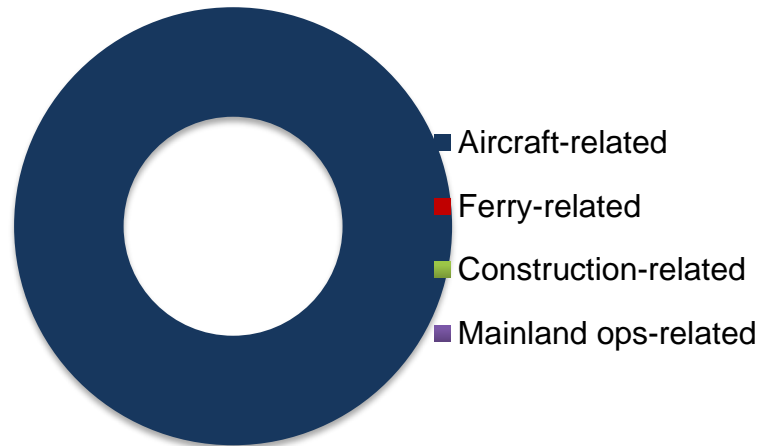


SUMMARY

15 TOTAL COMPLAINTS

Total aircraft-related	15
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY

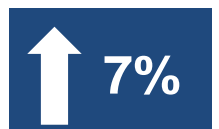


15 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	09
Medevac	04
Helicopters	01
General	00
Engine Run	01

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Mar 2021/Mar 2020)



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



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

