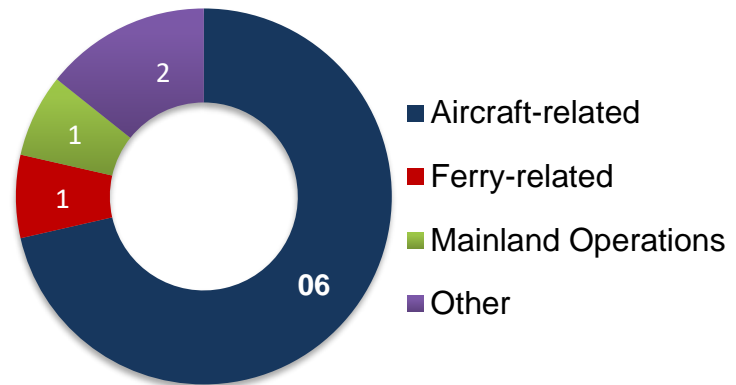


SUMMARY

10 TOTAL COMPLAINTS

Total aircraft- related	06
Total ferry-related	1
Mainland Operations	1
Other	2

COMPLAINTS BY ACTIVITY



6

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

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

Curfew violations 0

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

↓ 83%

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

↓ 46%

COMPLAINT TURNAROUND COMMITMENT MET

100%

*Response to complaint within 5 working days