

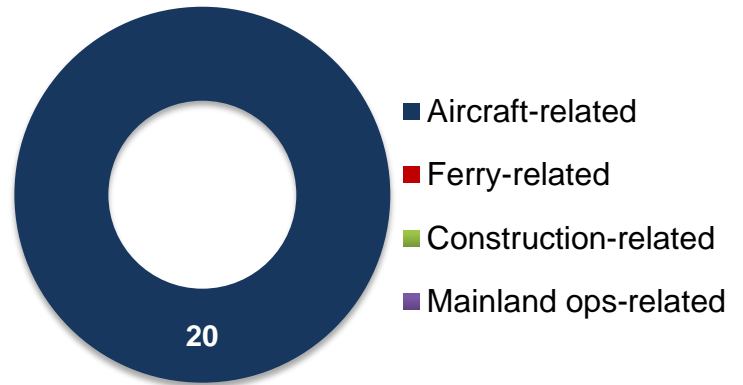
## SUMMARY

**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>
* Non-pedestrian tunnel related	

### COMPLAINTS BY ACTIVITY



**20**

### COMPLAINTS OF AIRCRAFT OPS

### BY TYPE

Scheduled Commercial Service	<b>08</b>
General aviation	<b>05</b>
Medevac	<b>01</b>
Police helicopters	<b>00</b>
Helicopters	<b>00</b>
Military	<b>01</b>
No associated aircraft movement found	<b>01</b>
General	<b>04</b>

**Curfew violations** **0**

**COMPLAINTS YEAR OVER YEAR: (Apr. 2015/ Apr. 2016)**



**COMPLAINT TURNAROUND COMMITMENT MET**



\*Response to complaint within 5 working days