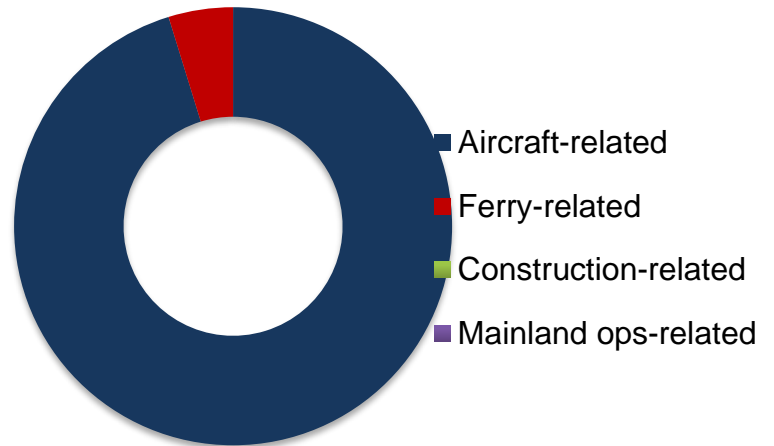


## SUMMARY

### 21 TOTAL COMPLAINTS

Total aircraft-related	20
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

### COMPLAINTS BY ACTIVITY



### 20 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	19
Medevac	00
Helicopters	00
Military	00
Engine Runs	00
General	01

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Nov 2020/Nov 2019)



COMPLAINTS YEAR OVER YEAR: (YTD 2020/ YTD 2019)



COMPLAINT TURNAROUND COMMITMENT MET

\*Response to complaint within 5 working days

