

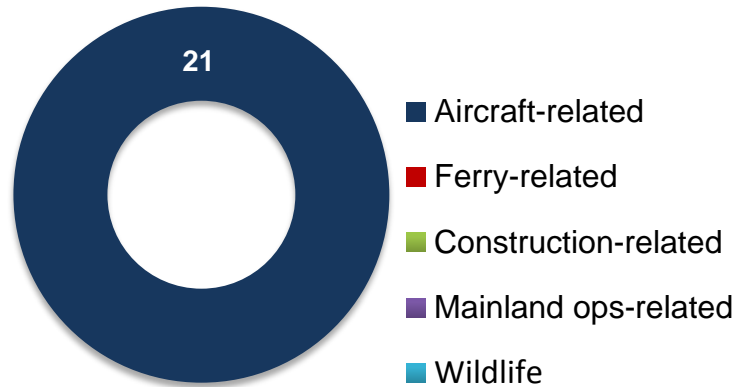
SUMMARY

21

TOTAL COMPLAINTS

Total aircraft-related	21
Total ferry-related	0
Total construction	0
Total mainland ops related	0
Wildlife Control	0

COMPLAINTS BY ACTIVITY



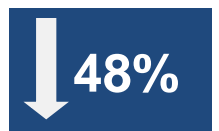
26

COMPLAINTS OF AIRCRAFT OPS BY TYPE

Scheduled Commercial Service	07
General aviation	12
Medevac	01
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	01

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (Aug 2015/ Aug 2016)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

