

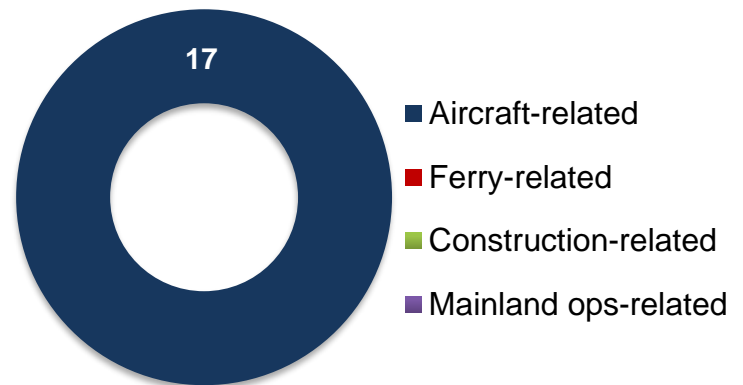
SUMMARY

17 TOTAL COMPLAINTS

Total aircraft-related	17
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

* Terminal Upgrade related

COMPLAINTS BY ACTIVITY

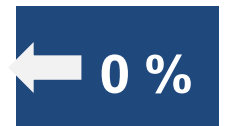


17 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	02
General aviation	01
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	01
General	13

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Oct 2017/Oct 2018)



COMPLAINTS YEAR OVER YEAR: (YTD 2017/ YTD 2018)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

