

## **Complaints Policy**

How we handle complaints about aircraft activity

We understand that our operations have an impact on our local communities and that residents may want to complain about aircraft activity. This policy explains how we receive and process complaints.

### **Introduction**

Policy Objectives:

- The acknowledgement and timely response of complaints.
- The provision of sufficient information to understand the source of the issue, and where appropriate, what action has been taken.
- The consistent recording of all complaint data.
- The establishment and maintenance of a complete record of complaints received transparent to the community, regulator and other stakeholders.
- The utilisation of a digital platform to facilitate these objectives.

### **Summary**

- The principal mechanism for registering noise complaints at Edinburgh is through the online Casper system. However, we accept that not everyone has access or the ability to use the internet, and we will also accept complaints received via telephone to our dedicated noise complaints line, 0800 731 3397 (Freephone 24/7) or by letter.
- We will register, acknowledge and investigate all complaints received that have a full name, email address (where available) and postal address. All names, email addresses and postal addresses will be treated as strictly confidential and not used for any purpose other than registering complaints.
- Emails sent to our Executive team will be passed onto the Communications team to log, investigate and respond to on their behalf.
- To the extent we can, we will provide individuals with relevant information to help with understanding the issue raised. We believe that the fairest and most beneficial method for dealing with enquiries from all residents is to be clear and open about existing policies, the measures used to control noise and how these together affect how the Airport operates.
- We will investigate the cause of complaints arising from specific causes such as poor track keeping but we will not repeatedly supply the same or similar information or substantial amounts of data.

- The Casper complaint database will provide aggregate data that is accessible to third parties.
- We will continue to monitor our overall performance, for example, with respect to track keeping and number of Complaints received within our Performance indicator of 5 working days.
- We will use data to continue to work proactively with airlines and air traffic service providers to enhance noise mitigation performance at the Airport.

### **Receiving Complaints**

In order to deliver the intent of this policy and maintain the integrity of the complaints process and data, in line with our commitment to work to engage and improve our communications with the public. Complaints regarding aircraft noise made to the Airport should be submitted via our dedicated complaints web portal (Casper) – <http://noiselab.casper.aero/edi>

In circumstances where the complainant does not have access to the internet complaints can be made by letter to our postal address at the end of this document or by telephone to our dedicated noise complaints line, 0800 731 3397 (Freephone 24/7). Complaints received by post and telephone will be entered into the Casper system by our staff, to maintain a single, uniform and transparent record of all complaints.

We will register, acknowledge and, where appropriate, investigate all complaints received. For statistical purposes, it is essential that we are provided with a full name, valid email address (where available) and postal address and the reason for the complaint, otherwise the complaint cannot be logged.

Names, email addresses and postal addresses given will not be made public or used for any purpose other than registering complaint details, and to allow direct response to the complainant. Complaint reports by postal code area are recorded through Casper and published. We can only provide information on aircraft that operate to and from Edinburgh Airport.

We receive a number of complaints made by images taken from apps such as Flight Radar. This does not provide the information we need to investigate complaints, which we do by using our own noise and track keeping software. When complaints are provided in this format, we will request that residents provide the required information detailed above.

### **Specific Enquiries**

Complaints regarding specific flights must be individually registered. For complaints regarding specific departures we will, in line with this policy, supply details of the flight

which is the subject of the complaint, such as airline, flight number and height. Where complaints are registered regarding a number of flights, we will endeavor to provide general information which will add to an individual's understanding of the situation.

In the case of arriving aircraft, there is no requirement for track keeping as is the case with departing aircraft, however we will supply information to help explain the reasons for an unusual event, for example, a change to a normal operating pattern. Where it is deemed to help understand the noise relating to a particular area, we will supply typical days' tracks of aircraft overflight and background information relating to operations.

#### Provision of Information

We provide a full and comprehensive information service and our policy is to make available as much detail about aircraft operations as is reasonably practical, (for example, noise limits, runway direction and aircraft heights within Noise Preferential Routes). All this information is publicly accessible through Casper and Edinburgh Airport's Noise Website – [www.edinburghairport.com/noiselab](http://www.edinburghairport.com/noiselab)

Each request for information over and above that publicly provided through Casper or given to answer the individual complaint will be considered on its merits, based on the circumstances of the request. We will take into account the amount of information that has already been made available, the resources required to process the information asked, and whether the information seems likely to enhance further understanding. We may however decline to undertake extensive data gathering exercises in support of individual complaints.

#### General Enquiries

We will supply information which explains aircraft routes and procedures, which includes maps showing typical tracks relating to individual postcodes, to be transparent and accurate about the possible impacts of aircraft operations for those living near Edinburgh Airport.

The Edinburgh Airport Noise Website – <https://noiselab.casper.aero/edi/> provides detailed information on aircraft activity and how aviation may impact local communities, as well as hosting the dedicated complaints handling portal detailed above.

#### Persistent Complainants

We sometimes receive a large number of complaints from individuals. Whilst we take all concerns seriously, we will take a view on whether an individual's request for information is taking up a disproportionate amount of time and resources.

We have adopted a three-stage process to investigating and responding to multiple complaints received by one individual.

### **Step 1**

We will fully investigate and respond in detail to the first complaint received.

### **Step 2**

If we are then contacted again and asked for additional information, we will review our original response and, if appropriate and necessary, provide additional information.

### **Step 3**

If a complainant contacts us a third time and we believe there is no additional information that can be provided to enhance understanding, we will inform the complainant that the complaint will be logged but will not be further responded to.

We work directly with Community Councils to understand concerns of local residents and communities. You may also wish to speak to your Community Council representative who can provide you with more information or pass feedback onto us.

### **Monitoring of Noise Abatement Procedures & Complaints**

We will analyse complaints on a quarterly basis to establish trends, ensuring we can keep track of community concerns and where appropriate improve our communication on these issues and look into possible mitigation actions.

We will report on our complaints data at our quarterly EACC meetings, to Edinburgh Airport Noise Advisory Board (EANAB) and in our quarterly community newsletter. The EACC and EANAB meetings allow us to share information between interested parties including representatives of Community Councils and local resident's groups. We can also share this information with other Community Councils if requested.

We will make Quarterly noise reports available online via our Edinburgh Airport noise lab web pages.

We will report on the number of complaints received, the number of complainants, any complainants that reached step 3 in the complaints process, a summary of key concerns and highlight any significant changes or trends that have emerged to ensure all complaints are publicly and transparently reported.

### Abusive Complaints

Edinburgh Airport Limited will not respond to any complaints made that are of an abusive or threatening nature or containing obscene language. Any such complaints may be referred to the Police for investigation.

### Assurance

We aim to respond to complaints within 5 working days. When a more detailed investigation is required, we will send an acknowledgment email advising where possible a date when you can expect a full response. We appreciate that the information we provide may be technically detailed and will aim to ensure that our responses are provided in a jargon-free and easily accessible way. When requests for information are made, we will consider each on its merit and while we aim to be as helpful and transparent as possible, we must consider the resources available to us, the needs of other complainants and ensure that everyone is treated fairly.

### Policy Review

We will keep this policy under periodic review.

### Postal Address

#### Noise

Communications Team  
Terminal Building  
Edinburgh Airport Limited  
Edinburgh  
EH12 9DN Scotland

#### Email Address

Noise@edinburghairport.com