

# How to complain about individual NOISY aircraft

**If any aircraft is too low or too loud – complain, you have every right. What follows is every detail Gatwick Ltd need to investigate your complaint.**

Every complaint MUST be do in a separate email, if you group a days worth of complaints into one email, it only gets counted as ONE single complaint annoyingly!

## **OPTION 1. Complaining via email:**

First - copy and paste these addresses into a new email to:*NOISE.LINE@GATWICKAIRPORT.COM*, *CAGNEcomplaintemails@gmail.com*, *dftcomplaints@dft.gsi.gov.uk*, *richard.deakin@nats.co.uk*, *mark.simmons@caa.co.uk*, *amanda.farrow@nats.co.uk* Next - copy and paste this into your subject box: **AN OFFICIAL AIRCRAFT ARRIVAL COMPLAINT TO GATWICK NOISE LINE** Next - copy and paste this content into the message area and fill in the details **I WISH THIS EMAIL TO BE LOGGED AS AN OFFICIAL COMPLAINT AND I WISH A RESPONSE VIA LETTER PLEASE DATE OF COMPLAINT: i.e. 08/06/14 TIME OF COMPLAINT: i.e. 17.43 FLT NO: i.e. EZY79BM** (you can get flight numbers by using Casper flight tracker - How to use Casper flight tracker follows this post) **NATURE OF COMPLAINT: i.e. LOW FLYING AIRCRAFT WITH HIGH NOISE LEVEL, PASSING DIRECTLY OVER MY HOUSE EST ALTITUDE FROM CASPER: i.e. 4776FT** (How to use Casper flight tracker follows this post) **DB READING FROM FOUR WINDS MONITOR: (A noise monitor sited between Bidborough and Penshurst - sometimes available on Casper for past flights) MY NAME: your full name MY POSTCODE & ADDRESS: Gatwick need your postcode to investigate - include your full address if you want a reply via post MY EMAIL: your email address MY TEL NO: your full telephone number**

## **OPTION 2: COMPLAINING VIA GATWICK LTDs WEBSITE**

Gatwick provide a Noise enquiry page on their website ou can go to theNoise Enquiries page on Gatwick.com and use their form. We at Cagne East have found it quicker to complain via email but feel free - it is broadly laid out as the email option 1 above.. but a little illogical in its layout and user friendliness!

## **OPTION 3: COMPLAINING VIA GATWICK LTDS NOISE ENQUIRY LINE**

0800 393 070 is the number they provide – good luck, it is rarely answered in our experience but you might strike lucky. Apparently every call is logged.

## **FYI: ALWAYS REQUEST A REPLY EITHER BY EMAIL OR PREFERABLY BY POST**

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