

# 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](mailto:NOISE.LINE@GATWICKAIRPORT.COM), [CAGNEcomplaintemails@gmail.com](mailto:CAGNEcomplaintemails@gmail.com), [dftcomplaints@dft.gsi.gov.uk](mailto:dftcomplaints@dft.gsi.gov.uk), [richard.deakin@nats.co.uk](mailto:richard.deakin@nats.co.uk), [mark.simmons@caa.co.uk](mailto:mark.simmons@caa.co.uk), [amanda.farrow@nats.co.uk](mailto: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 the[Noise 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**

Simply click on this file to download:[HOW TO COMPLAIN ABOUT INDIVIDUAL AIRCRAFT](#)