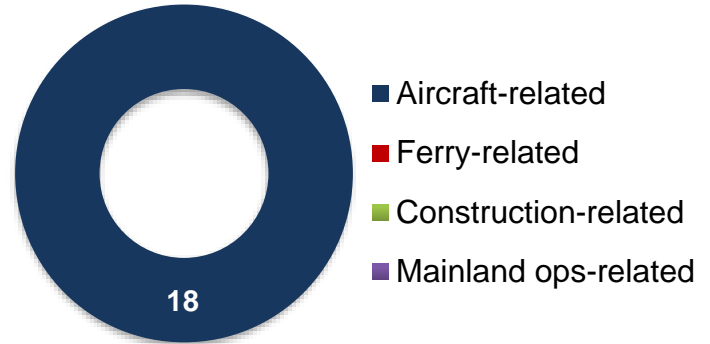


## SUMMARY

### 18 TOTAL COMPLAINTS

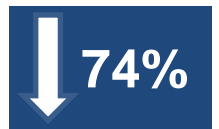
Total aircraft-related	18
Total ferry-related	0
Total construction*	0
Total mainland ops related	0



### 18 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	08
Medevac	02
Police helicopters	00
Helicopters	04
Military	00
No associated aircraft movement found	00
General	03
Engine Run	01
Curfew violations	0

**COMPLAINTS YEAR OVER YEAR: (May 2020/May 2019)**



**COMPLAINTS YEAR OVER YEAR: (YTD 2020/ YTD 2019)**



**COMPLAINT TURNAROUND COMMITMENT MET**

\*Response to complaint within 4 working days

