

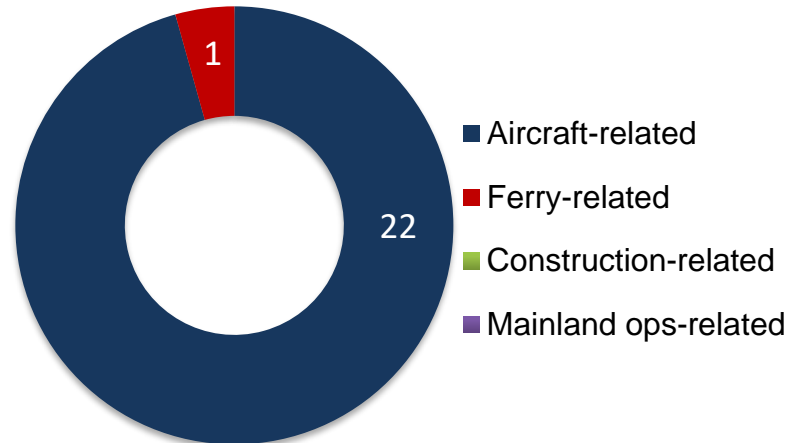
## SUMMARY

**23**

### TOTAL COMPLAINTS

Total aircraft-related	<b>22</b>
Total ferry-related	<b>1</b>
Total construction*	<b>0</b>
Total mainland ops related	<b>0</b>

### COMPLAINTS BY ACTIVITY



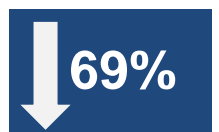
**22**

### COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

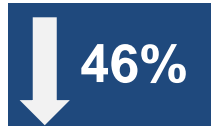
Scheduled Commercial Service	<b>03</b>
General aviation	<b>16</b>
Medevac	<b>00</b>
Police helicopters	<b>00</b>
Helicopters	<b>00</b>
Military	<b>00</b>
Engine Runs	<b>00</b>
General	<b>03</b>

**Curfew violations** **1**

**COMPLAINTS YEAR OVER YEAR: (Sept 2020/Sept 2021)**



**COMPLAINTS YEAR OVER YEAR: (YTD 2020/ YTD 2021)**



**COMPLAINT TURNAROUND COMMITMENT MET**

\*Response to complaint within 5 working days

