

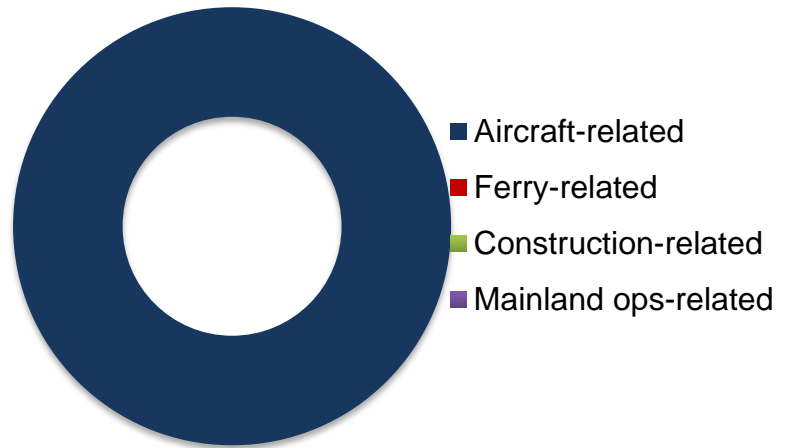
SUMMARY

22

TOTAL COMPLAINTS

Total aircraft-related	22
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



22

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	03
General aviation	10
Medevac	01
Helicopters	01
Military	00
Engine Runs	00
General	07

Curfew violations **0**

COMPLAINTS YEAR OVER YEAR: (Oct 2020/Oct 2021)



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



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

