

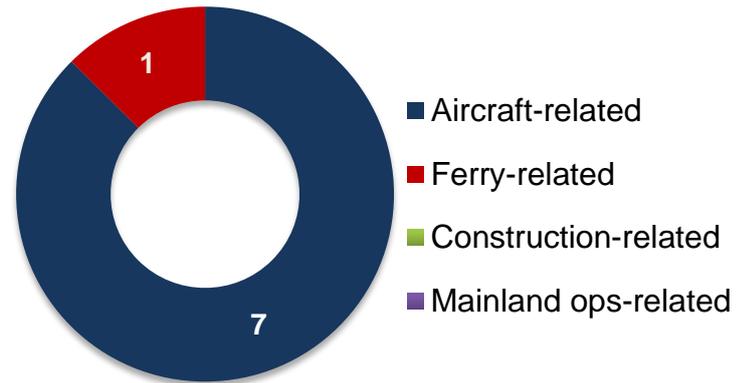
SUMMARY

08

TOTAL COMPLAINTS

Total aircraft-related	7
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



07

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	03
General aviation	00
Medevac	01
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	03

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Jan 2018/Jan 2019)



COMPLAINTS YEAR OVER YEAR : (YTD 2018/ YTD 2019)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

