

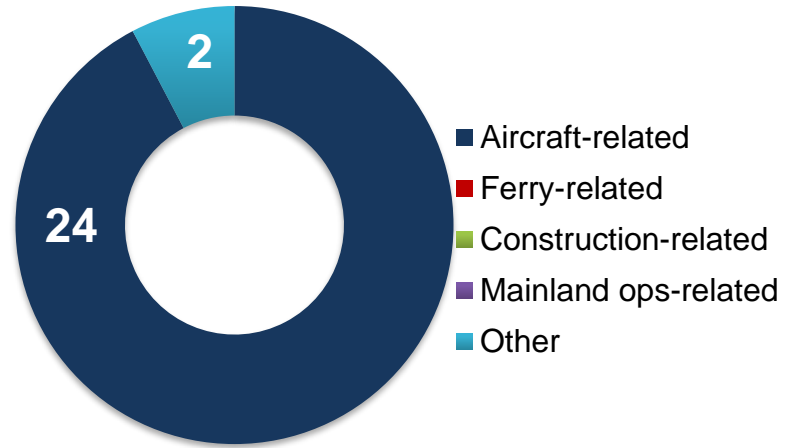
SUMMARY

26

TOTAL COMPLAINTS

Total aircraft-related	24
Total ferry-related	00
Total construction*	00
Total mainland ops related	02

COMPLAINTS BY ACTIVITY



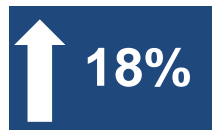
24

COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	11
General aviation	00
Medevac	01
Helicopters	06
Military	00
General	06

Curfew violations 00

COMPLAINTS YEAR OVER YEAR: (Sep 2023/Sep 2022)



COMPLAINTS YEAR OVER YEAR: (YTD 2023/YTD 2022)



COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

