

Aircraft Noise Action Group: Newcastle Airport

NOISE COMPLAINTS: report: January 2023

Sections include: Summary; Numbers; Blank complaints form

Summary:

In the period 03/04/22 to 20/01/23 there were **1120** complaints via our website (the Airport tells us nearly all complaints are made this way). This total covers a mix of complaints about single flights and several flights. *(We changed the form early on to remove the “single flight complaint” option. We did this because it became clear that the data could be skewed by one or two people submitting multiple single flight complaints per day where others were mostly submitting occasional daily complaints about multiple flights).* We don't know the extent to which people complained about the same flights since we do not ask people to identify each flight. However, we can be reasonably confident that the total flights that were complained about will have been **in the region of 1000**.

We will start to draw more firm overall conclusions when we have data for the 2023 holiday season. But, so far:

52 people complained, nearly half did so **once only**, a common pattern among aircraft noise campaigns (and other campaigns) where engagement falls away after initial activity even though the noise nuisance continues. Possible causes include the Airport's default reply to complaints being less than helpful and its refusal so far to countenance any changes. These can give a sense of there being no point in complaining because “nothing ever changes”.

People who don't complain or complain once: We have good reason to believe that there is a number of people who are affected by noisy flights but **never complain**. We also have good reason to believe that most of **one-time only** complainants – **48%** of the total - were disturbed by flights beyond the one they did complain about.

Our conclusions so far: We think that ANAG's complaint reporting process is picking up only a small percentage of people who experience aircraft noise as an issue. We also think that most of those who do complain are under-reporting the issue in terms of numbers of flights and their effects. In particular, we think that the Airport is making no effort to reach out and assess and understand the size of the problem across a wide area.

The risk to health from stress caused by aircraft noise **emerges as the largest issue**. Nearly 75% of complaints included “Made me feel anxious” and almost 70% included “made me angry”. Overall, **53%**, of complaints cited **both anxiety and anger** and significant numbers included “Woke me up” and/or “Couldn’t go to sleep”. Repeated events causing anxiety and/or anger are **a risk to physical and mental health**.

Numbers:

Complaints:	<p>In the period 03/04/22 to 20/01/23:</p> <ul style="list-style-type: none"> • there were 1120 complaints via the ANAG website (the Airport tells us nearly all complaints are made this way). • 52 people submitted complaints <ul style="list-style-type: none"> ○ 48% submitted only 1 complaint; ○ 36% submitted between 2 and 9 complaints each ○ 15% submitted more than 10 each.
Which month	<ul style="list-style-type: none"> • 55% of complaints were made in July • 12% each in June and August <p><i>(We need to see data for 2023 before being confident about how complaints are distributed across the year)</i></p>
Postcode area:	<ul style="list-style-type: none"> • 81% came from NE15 (around Heddon and Throckley); • 16% from NE40 (Crawcrook/Ryton area). • Recently we’ve started getting complaints from NE20 (around Ponteland) at 2%.
Distance from Airport	<ul style="list-style-type: none"> • 78% between 3 and 5 miles from the Airport • 21% between 5 and 10 miles from the Airport
Time of day:	<ul style="list-style-type: none"> • 42% early morning; • 27% afternoon; • 17% morning. • 7% evening • 5% night time • 1% all day.
Location:	<ul style="list-style-type: none"> • 79% were indoors, • 17% outdoors. • 3% both
Reactions/effects (woke me up;	<ul style="list-style-type: none"> • 73% of complaints included “Made me feel anxious”; • 67% included “Made me angry”;

<p>made me angry etc.):</p>	<ul style="list-style-type: none"> • 37% included “Couldn’t hear someone talking to me”; • 22% included “Couldn’t go to sleep” • 30% included “Woke me up”; • 53%, of complaints cited both anxiety and anger.
<p>Number of effects per complaint</p>	<ul style="list-style-type: none"> • 46% reported 3 effects per complaint; • 33% reported 2; • 18% reported 1;

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Aircraft noise complaint - Newcastle Airport

** = required*

First Name *

Last Name *

Your email address (so the Airport can reply to you) *

Postcode of noise event *

How far from the Airport do you live? * (in a straight line)

- Less than 3 miles away
- Between 3 and 5 miles away
- Between 5 and 10 miles away
- Over 10 miles away
- Don't know/not sure

Date of noise event(s) *

 

Which part of the day? *

 

Where were you when the noise happened? *

- Indoors
- Outdoors
- Indoors and outdoors

How did the noise affect you? *

- Woke me up
- Couldn't go to sleep
- Made me feel anxious
- Couldn't hear someone talking to me
- Made me angry

Anything else you'd like to say? *(optional)*

Add comments here, you can also add details of individual flights in the period you've selected if you want.
