

Noise Complaints Policy

November 2019

Introduction

This policy aims to provide the procedure for submitting a noise complaint or an aircraft noise related enquiry to Leeds Bradford Airport (LBA) and how we will manage individual complaints/enquiries.

How to submit a noise complaint/enquiry

A noise complaint/enquiry can be made to LBA by one of the following methods:

- Online noise complaint form: <https://www.leedsbradfordairport.co.uk/about-leeds-bradford-airport/our-responsibility/airport-noise>
- By telephone (automated phone line): 0113 391 1625
- By Letter to: Environmental Manager
Leeds Bradford Airport
Whitehouse Lane
Leeds
LS19 7TU

In order for a noise complaint/enquiry to be received by the appropriate department and managed in line with this policy, only the above methods should be used. Noise complaints or enquiries made by other means may not be logged or responded to.

As a minimum, all complaints/enquiries should include the following information:

- *Full Name*
- *E-mail or Postal Address*
- *Postcode*
- *Date & time of the incident*
- *Reason for the complaint*

Failure to provide sufficient detail, may prevent a full investigation from taking place and/or an unsatisfactory response from the airport.

Procedure upon receipt of a noise complaint/enquiry

All complaints/enquiries in compliance with the policy above will be logged and investigated. Methods of investigation include the review of all information available within the airport's noise and track monitoring system, liaising with our air traffic control department and in some cases, liaison with an airline operator.

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We aim to provide a full response within 21 working days, following receipt of the complaint/enquiry. Our primary method of response is via e-mail. A response by letter can be provided if this is requested or if the original complaint/enquiry was received in writing. We will not respond by telephone.

Please note that we cannot investigate aircraft that are not operating to/from LBA. Additionally, LBA is a commercial airport and therefore we are not responsible for helicopter or light aircraft movements.

Abusive Complaints

LBA shall reserve the right not to provide a response to complaints which are considered to be of an offensive or threatening nature.