Disturbed by aircraft noise or behaviour? Here's how to tell Bristol Airport

Why make a complaint?

It is important that any complaint you may have regarding noise, pollution, aircraft track-keeping, etc, is logged with Bristol Airport. They will then have to respond to your complaint, as well as note this in their annual monitoring report (https://www.bristolairport.co.uk/about-us/environment/environmental-management)

Without logging and tracking this information it would be very difficult to suggest making operational changes or even measuring the success of any changes made.

How to make a complaint

To make a complaint about noise as a result of aircraft movements, or airport ground traffic, you can do this in two ways:

Call the dedicated noise line on 01275 473799

Complete a form on the Bristol Airport website

The website form can be found here:
https://www.bristolairport.co.uk/contact-and-help/noise-and-environmental-concern

You will need to supply

- Your name and address, email and telephone number.
- The date and time of the complaint event.
- The type of complaint (General, Pollution, Ground Noise, Low Flying, Training/Circuits, Track-Keeping, Background Noise, Night Noise);
- A description of the complaint, including details of the particular aircraft involved (if relevant);
- How you would like to be contacted.

If you do this online you will then receive an email acknowledging your complaint.

Other resources

Bristol Airport has also produced a document titled '*Living near the airport*', which can be downloaded from the 'Aircraft Noise - Frequently Asked Questions' page on their website. This document provides an introduction to how noise is monitored at the airport and the flight paths that aircraft use.

Bristol Airport also has introduced an aircraft activity map for the airport, called WebTrak (https://www.bristolairport.co.uk/about-us/environment/tracker-online). This allows you to replay aircraft movements in the vicinity of the airport, see how close they approached a location, the type of aircraft, callsign and route information.

Apps to track aircraft movements or noise

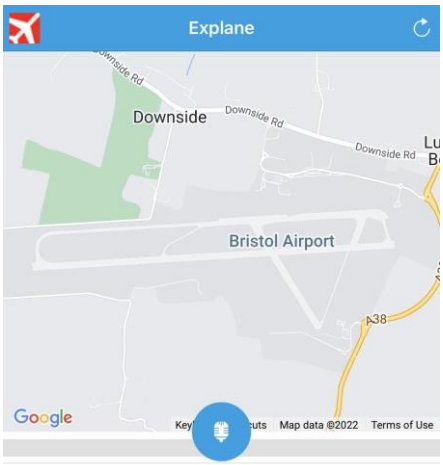
If you have a smart phone, then you may wish to download and install an app that allows you to track aircraft movements, such as:

FlightRadar24
(flightradar24.com)

Plane Finder
(planefinder.net)

If you then note an unusual aircraft movement, or excessive noise, you can open the app to help identify the aircraft and its route. It may help to then take a screenshot of this information which also then gives you a time of the event.

Note that unlike the WebTrak resource for the airport, these apps (and their associated websites) only show instantaneous aircraft information; you must subscribe to be able to look at historic data.



Another app for your smart phone is **Explane** a dedicated aircraft noise measurement app. This will also give you information regarding the flight (such as aircraft type and number), but requires you to be outside and able to sample the noise for 5-10 seconds (so an area where there isn't any other noise or conversation). You also need to have a mobile phone signal. The measurement you take will be uploaded to their European database, as well as giving you the values measured on your screen. Although this data is useful, as your phone has not been calibrated, the data you produce can only be taken as indicative.