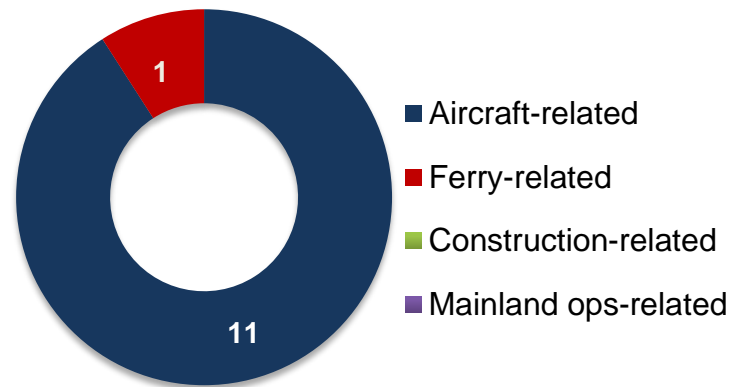


## SUMMARY

### 12 TOTAL COMPLAINTS

Total aircraft-related	11
Total ferry-related	1
Total construction*	0
Total mainland ops related	0

### COMPLAINTS BY ACTIVITY



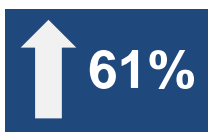
### 11 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	02
General aviation	02
Medevac	00
Police helicopters	00
Helicopters	00
Military	00
No associated aircraft movement found	00
General	07
Curfew violations	1

**COMPLAINTS YEAR OVER YEAR: (Feb 2020/Feb 2019)**



**COMPLAINTS YEAR OVER YEAR: (YTD 2020/YTD 2019)**



**COMPLAINT TURNAROUND COMMITMENT MET**

\*Response to complaint within 4 working days

