

MEDIA RELEASE

Aircraft Noise Ombudsman Announces First Review

Australia's first Aircraft Noise Ombudsman, Mr Ron Brent, is undertaking a formal review of the handling of aircraft noise complaints by Airservices Australia.

Mr Brent began his term as Aircraft Noise Ombudsman at the beginning of September 2010 and he believes this review will provide "a timely opportunity to feed into the work already being done by Airservices Australia to improve its handling of aircraft noise complaints."

"Obviously the Aircraft Noise Ombudsman will not stop aircraft noise, but I am confident communications can be improved between the public and Airservices on the issue of aircraft noise," he said.

"I have been in this role now for two months and I have had a broad exposure to Airservices' operations and its complaints handling procedures. I have met with various representatives from the industry and received a number of complaints from members of the public who feel dissatisfied with the current process. I believe that there is much that can be done to improve the way that aircraft noise complaints are received, considered and reported. I am confident that there are opportunities to change the way that aircraft noise is managed," Mr Brent said.

The review will be completed by the end of the year and recommendations will be published on the Aircraft Noise Ombudsman's website www.ano.gov.au in February 2011.

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