

## ***Review of Aircraft Noise Information Presentation and Complaint Resolution: Perth***

I am pleased to publish today the final report from our *Review of Aircraft Noise Information Presentation and Complaint Resolution: Perth*. The Board of Airservices Australia has considered the report and accepted all seven recommendations.

The availability of clear and comprehensible aircraft noise information is a prerequisite to good debate about the issues of substance in Perth. This review is intended to contribute to the process of reform already underway by Airservices Australia, and the Australian aviation industry more broadly, aimed at improving the information available to the community about aircraft noise. While the concepts discussed are directly relevant to Airservices Australia's management of aircraft noise issues in Perth, almost all of the recommendations have national relevance, and are also applicable to the broader aviation industry's response to aircraft noise issues. We have emphasised that a coordinated industry approach to information provision is the most likely model for success in this area.

The Perth review builds on the ANO's Review of Complaint Handling, and is itself a platform for further work.

I wish to thank those who made contributions to this review and welcome feedback.



Ron Brent  
Aircraft Noise Ombudsman

20 December 2011