

## **Media release**

**12 February 2020**

### **New Aircraft Noise Ombudsman appointed**

Airservices Australia's Chairman John Weber has, on Monday, announced the appointment of Mr Kieran Pehm as Australia's next Aircraft Noise Ombudsman.



Mr Pehm took up his appointment on 9 February 2020 and comes to the role with extensive and wide-ranging experience in complaints management and investigations.

From 2005 to 2015 Mr Pehm was the Commissioner of the Health Care Complaints Commission NSW and prior to that was Deputy Commissioner of the Independent Commission Against Corruption for three years.

He has also conducted several in-depth reviews as a consultant in the area of serious health complaints against organisations and individuals.

In making the announcement, Mr Weber highlighted Mr Pehm's background in complaints investigations, administration and corporate governance across three decades.

"Mr Pehm has conducted several complex reviews and inquiries including a review into complaint handling systems and procedures for the Health and Disability Complaints Commissioner in New Zealand," he said.

The Aircraft Noise Ombudsman was established in 2010 as an independent administrative office to oversee the handling of aircraft noise enquiries and complaints, community consultation and information provision and dissemination, and to make recommendations for improvements where necessary.

Following agreement with the Department of Defence in 2015, the Aircraft Noise Ombudsman now also serves as an independent noise complaint and review mechanism for Australian Defence Force flight operations in Australia.

Ms Narelle Bell has now finished her term after 3 years in the role.

"I would like to take this opportunity to thank Ms Bell for her service over the last three years and the contribution she has made to improving outcomes in the management of aircraft noise in Australia," Mr Weber said.

For enquiries or further information contact the ANO office on 1800 266 040 or by emailing [ano@ano.gov.au](mailto:ano@ano.gov.au)