

OFFICIAL



Quarterly Report

April-June 2025

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1 Overview

The Aircraft Noise Ombudsman (ANO) received a total of 3,711 complaints during the quarter, an increase from 3,080 complaints in the previous quarter. This includes 3,676 non-actionable complaints, accounting for almost 99% of the complaints received, and 35 actionable complaints. Of the 3,676 non-actionable complaints, 3,611 were raised by three complainants. The ANO carried forward 7 complaints on 1 April 2025. During this quarter (April-June 2025), the ANO closed 35 actionable complaints and therefore carried forward 7 complaints to July 2025.

Of the 35 new actionable complaints, 31 related to Airservices Australia (Airservices). The ANO continued to see complaints across a variety of airports. However, the bulk of complaints continued to relate to Brisbane Airport with 10 actionable complaints and around a quarter of non-actionable complaints. Parafield circuit operations drew the highest number of non-actionable complaints with 2,744 complaints from one complainant.

In this quarter, the ANO received 2 new actionable complaints about the Department of Defence (Defence) and closed 2 complaints. One Defence complaint remained under review at the end of the quarter. 2 complaints were received by the ANO with no agency identified.

The ANO continued to monitor Airservices' community engagement processes under clause 71 of the ANO Charter. This included the implementation processes for Post Implementation Review (PIR) recommendations related to Hobart and Brisbane airports.

Regular monthly meetings between the ANO senior advisors, Airservices' senior staff in the community engagement team and the Noise Complaint and Information Service (NCIS) Manager continued. The ANO team also had quarterly meetings with Airservices' community engagement and NCIS teams.

On 6 June 2025 the ANO forwarded a report to the Board recommending that the ANO undertake a 'systemic issue review' of Airservices' capacity to monitor and publicly report compliance with Noise Abatement Procedures.

ANO expenditure to 30 June 2025 was \$637,001, which is below the YTD budget forecast of \$716,946.

2 Complaint handling

The complaints received by the ANO office can be divided into two categories: those which require action and management by the ANO office, and those that do not.

Complaints requiring action and management, referred to in this report as actionable complaints, include new complaints within the scope of the ANO Charter requiring ANO review and complaints requiring referral to another agency.

The ANO office also tracks and reports on complaints which are about aircraft noise but are not actionable under the Charter. These are referred to in this report as non-actionable complaints. The majority of these are complaints which express a grievance about aircraft noise, but are general, directed to other parties, or are complaints where the subject matter has previously been reviewed by the ANO and no further action can reasonably be taken. Section 2.1 below provides a summary of these non-actionable complaints.

2.1 Non-actionable complaints received in quarter

During the quarter, 3,711 complaints were raised with the ANO office – 3,676 of these were non-actionable complaints. Figure 1 shows the number of complaints raised per month over the past 12 months, including both actionable and non-actionable complaints.

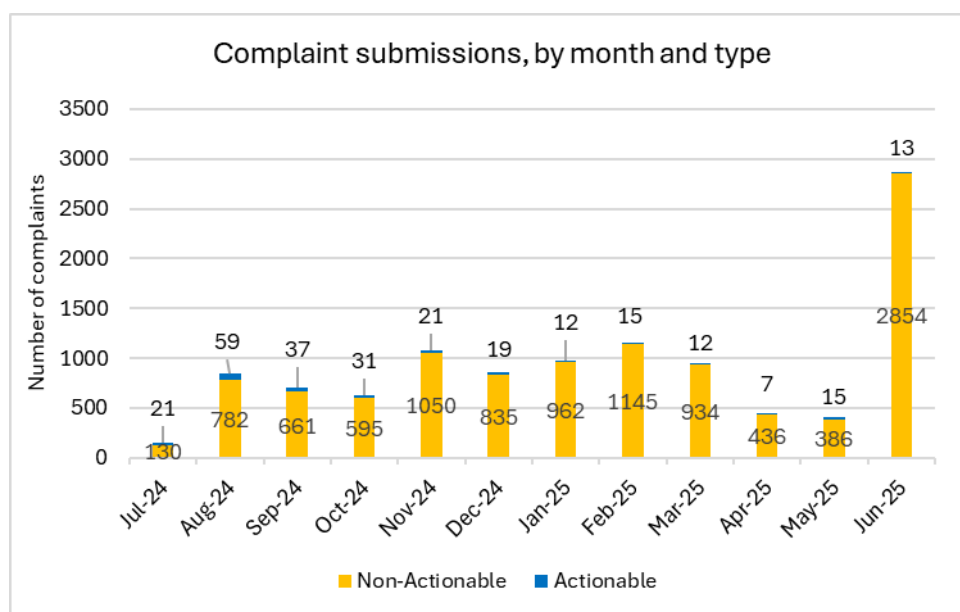


Figure 1 – Complaint submissions by month from July 2024 – June 2025, highlighting actionable and non-actionable complaints.

During this quarter, there has been an increase in non-actionable complaints from 3,041 to 3,676 complaints when compared to the previous quarter. Most non-actionable complaints this quarter were due to circuit operations at Parafield, overtaking complaints about the operation of the new runway for Brisbane. One complainant raised 2,744 non-actionable complaints about Parafield circuit operations, about (75%) of the total. 2 complainants raised a total of 863 non-actionable complaints (23%) about operations associated with Brisbane Airport.

Figure 2 below shows the breakdown of non-actionable complaints by airport, where identified.

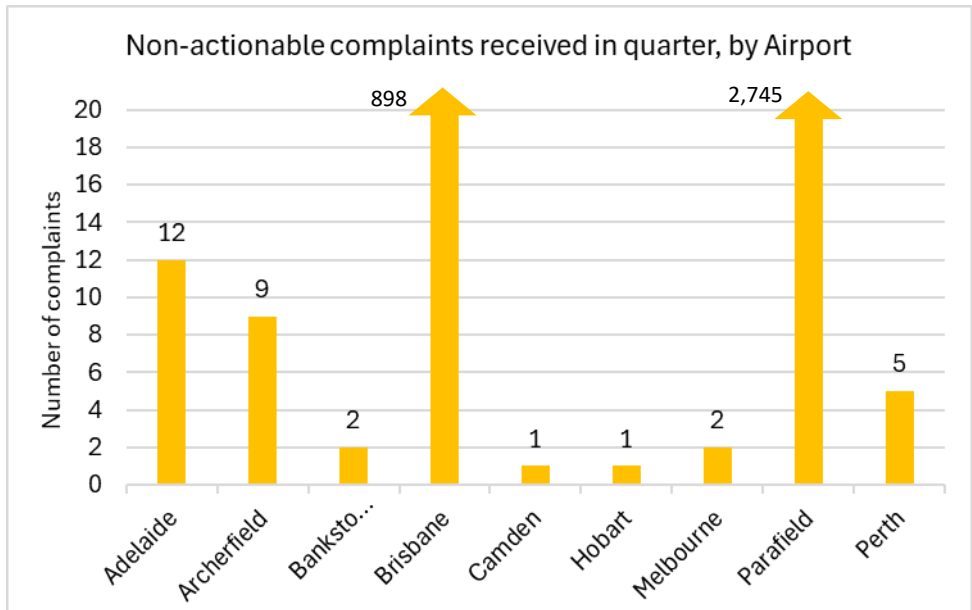


Figure 2 – Non-actionable complaints received by airport of concern, April – June 2025.

Figure 3 below shows the number of complaints made by individual complainants. One complainant submitted 75% of all the non-actionable complaints received during the quarter. This complainant sought action outside of the ANO’s remit.

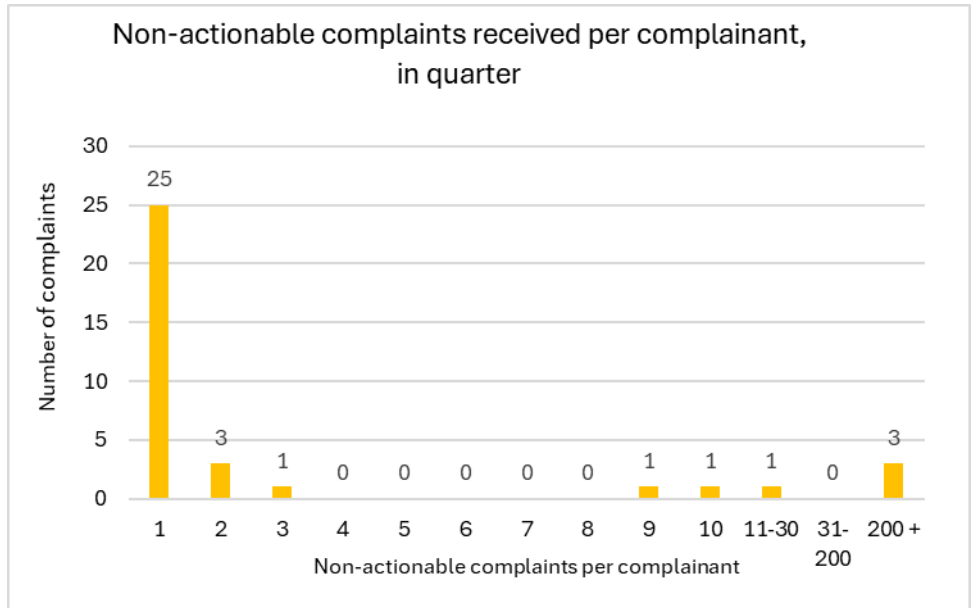


Figure 3 – Non-actionable complaints per complainant, April – June 2025.

2.2 Actionable complaints in quarter

During the quarter, the ANO received 35 actionable complaints - 31 relating to Airservices and 2 relating to Defence. There were also 2 complaints with no agency identified. One was concluded due to insufficient detail from the complainant and the other was about a newsletter distributed by Melbourne Airport.

Figure 4 below shows the number of actionable complaints received by agency per month over the last twelve months. Complaints in relation to Airservices were lower compared to last quarter.

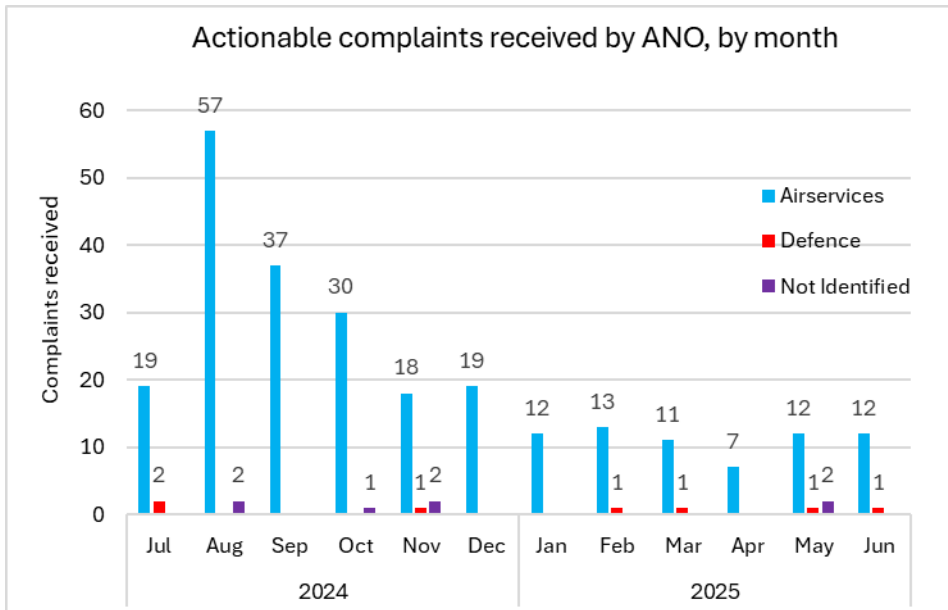


Figure 4 – Actionable complaints received by ANO by month, July 2024 – June 2025.

Figure 5 charts the average number of actionable complaints over the past 3 years. Complaints made during this quarter were lower than the 3-year average.

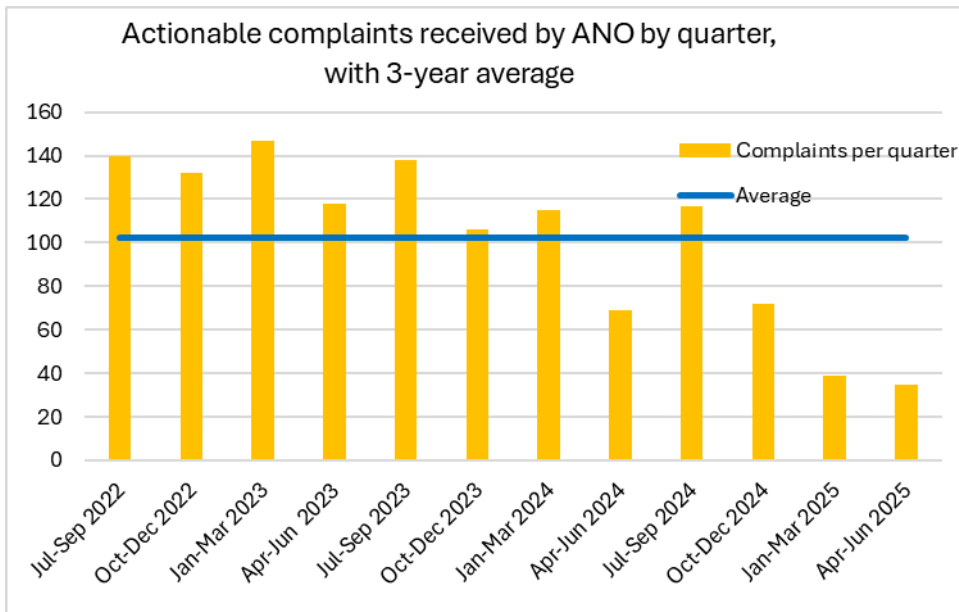


Figure 5 – Actionable complaints received by ANO by quarter, with 3-year average for complaint trends.

Many of the actionable complaints received this quarter continue to be attributed to the opening and operation of the new runway for Brisbane, with 10 complaints (29%).

Figure 6 below shows the breakdown of complaints by airport, where it could be identified.

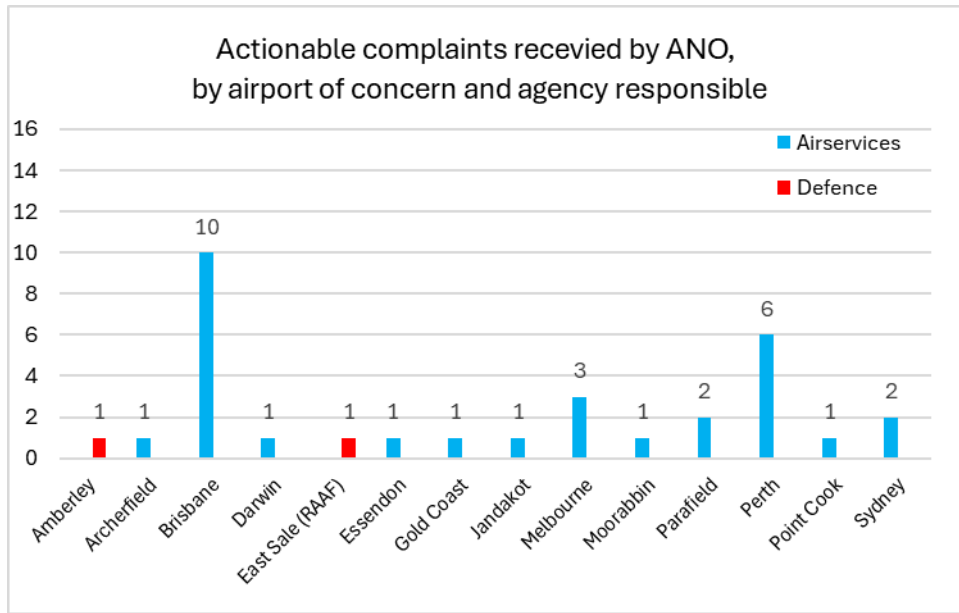


Figure 6 – Actionable complaints received by ANO by airport of concern and agency, April – June 2025.

In addition to the airport specific complaints above, 1 complaint did not include sufficient information to identify the airport of concern, and 2 complaints did not have an agency identified.

Closed complaints

The ANO closed 35 actionable complaints for the quarter, 31 relating to Airservices, 2 relating to Defence and 2 with no agency identified. In addition, all non-actionable complaints were closed, as noted in Section 2.1.

Figure 7 below, shows the outcomes of the complaints relating to Airservices: 25 were closed as the complainants had either not yet complained to or finalised their complaint with Airservices. The remainder were closed as they provided no basis for proceeding further under the Charter or were referred to another government department as they raised issues within the relevant department’s remit.

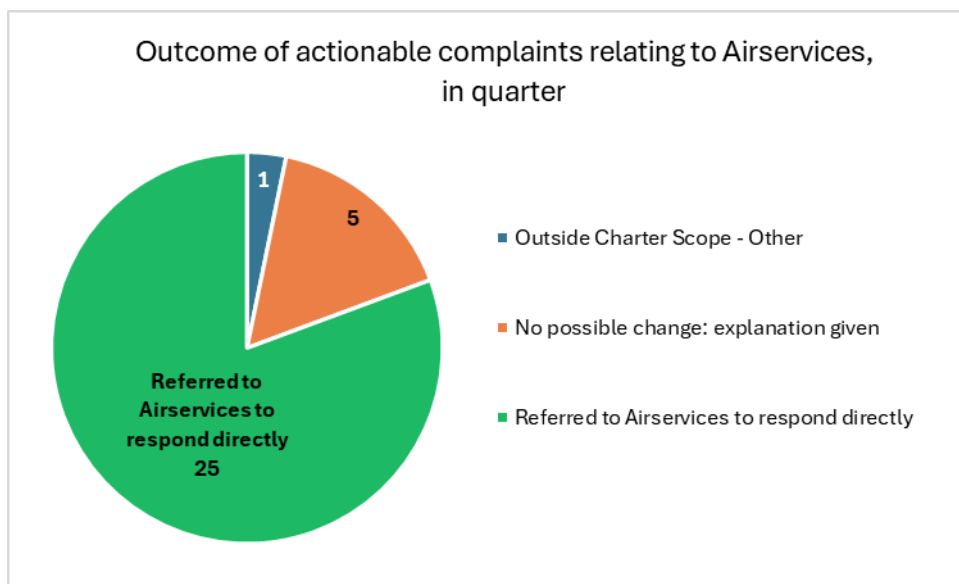


Figure 7 – Outcome of actionable complaints closed in quarter, related to Airservices.

Figure 8 below shows the outcomes of the complaints relating to Defence. 1 was referred to Defence to respond directly and Defence agreed to re-engage with one complainant.

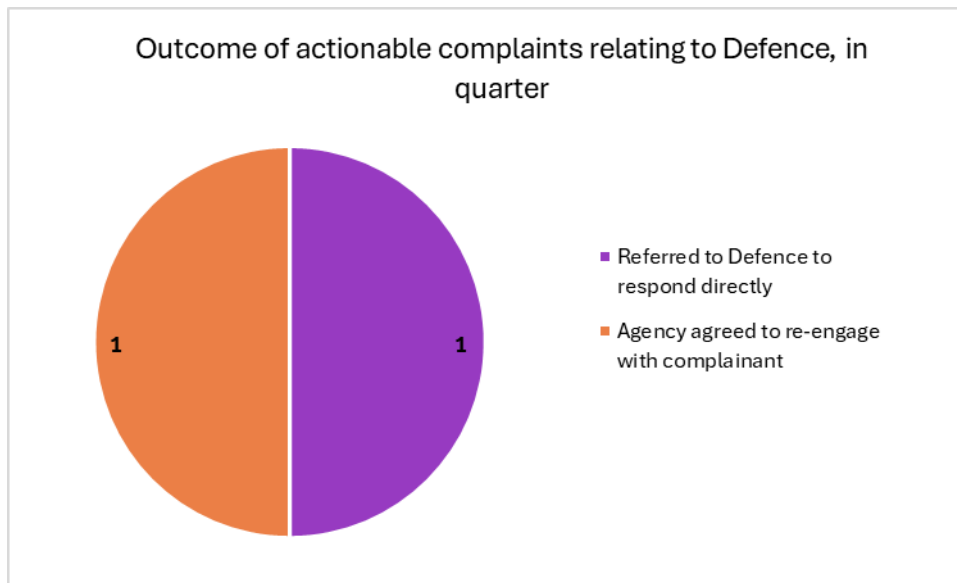


Figure 8 – Outcome of actionable complaints closed in quarter, related to Defence.

As of 1 July 2025, 7 actionable complaints remain open. The oldest complaint was received in December 2024 and concerns Airservices' measurement and reporting of compliance with Noise Abatement Procedures (NAPs). This was a complex matter about which further information is provided below. The ANO provided a report to the Airservices Board on this matter on 6 June 2025. The remaining 6 complaints were received in May and June 2025.

Full complaint data for the quarter is presented in Appendix 1.

2.3 Issues raised in complaints

The ANO captures and reports on the issues raised in actionable complaints during the quarter. The number of issues raised per quarter is greater than the number of complaints, as complainants normally raise several issues.

Actionable complaints received during this quarter are classified by the ANO office under one of 3 categories – agency specific issues (which are set out in more detail below), aircraft noise issues and other issues outside of the remit of the ANO. Figure 9 shows the distribution of the issues raised during the quarter, for complaints related to Defence and Airservices. As would be expected, the most common issues raised with the ANO office are aircraft noise related concerns.

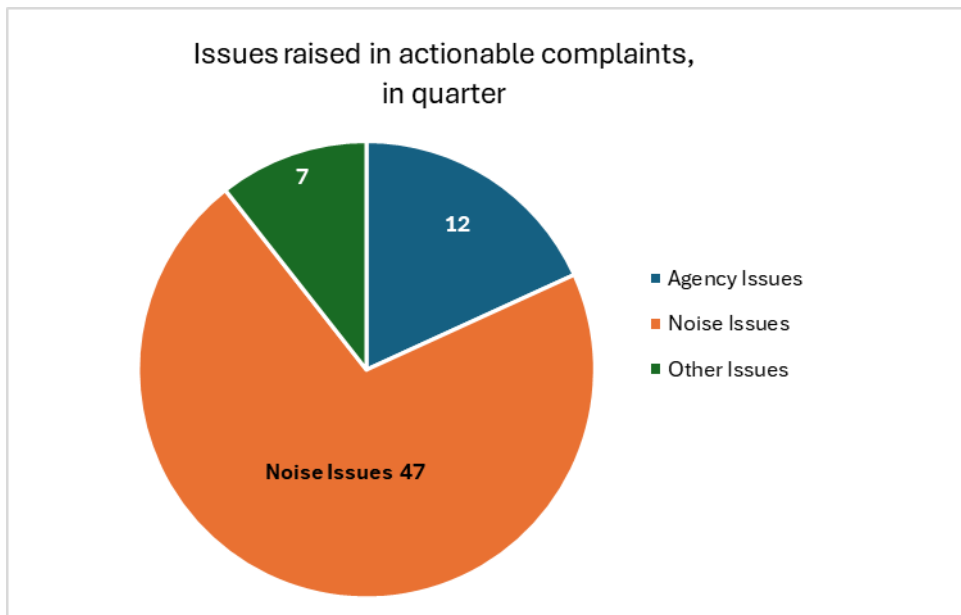


Figure 9 – Issues raised in actionable complaints to the ANO, April – June 2025.

Issues by agency of concern

As shown in Figure 10 below, complaints about poor explanations and complaint management were the most common issues raised this quarter for Airservices.

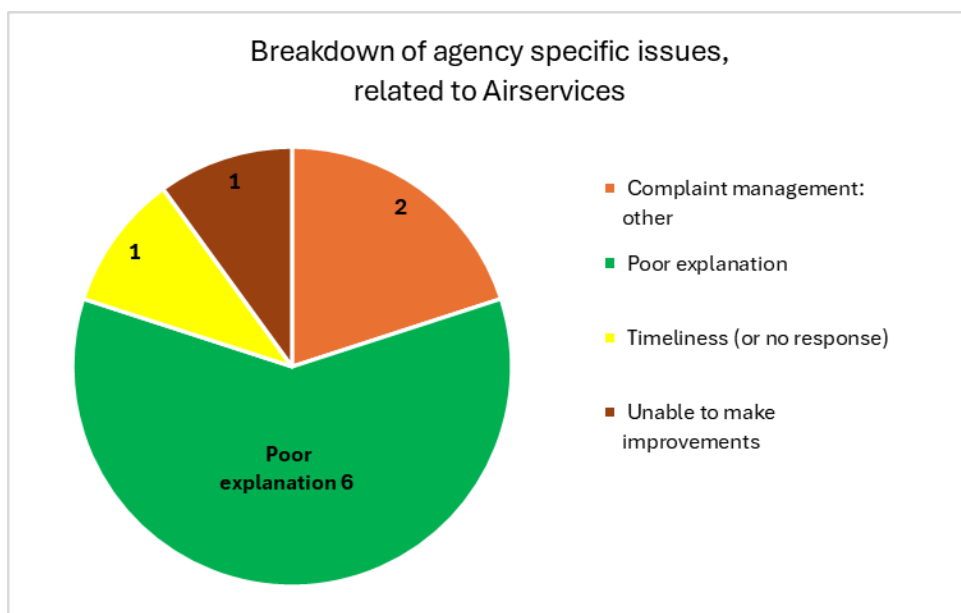


Figure 10 – Agency specific issues raised in actionable complaints related to Airservices, April – June 2025.

Poor explanations in this context relate to perceptions from complainants of receiving generalised or template responses and those responses not addressing concerns or taking action to resolve issues. Many of these complaints were related to more complex issues, such as circuit operations, and in one case the location of noise monitoring stations. The ANO has raised issues about circuit operations within regular monthly meetings with Airservices.

In relation to Defence, 1 complaint about unprofessionalism and 1 complaint about being unable to make improvements were raised this quarter. The complaint about unprofessionalism related to alleged damage caused by low flying aircraft and Defence’s response to those allegations.

Figure 11 breaks down noise complaints by the most common issues raised, associated with Airservices. The impacts of aircraft noise on health and sleep continue to be dominant issues in relation to civilian aircraft operations. Concerns about changed flight paths or the frequency of flights also featured prominently.

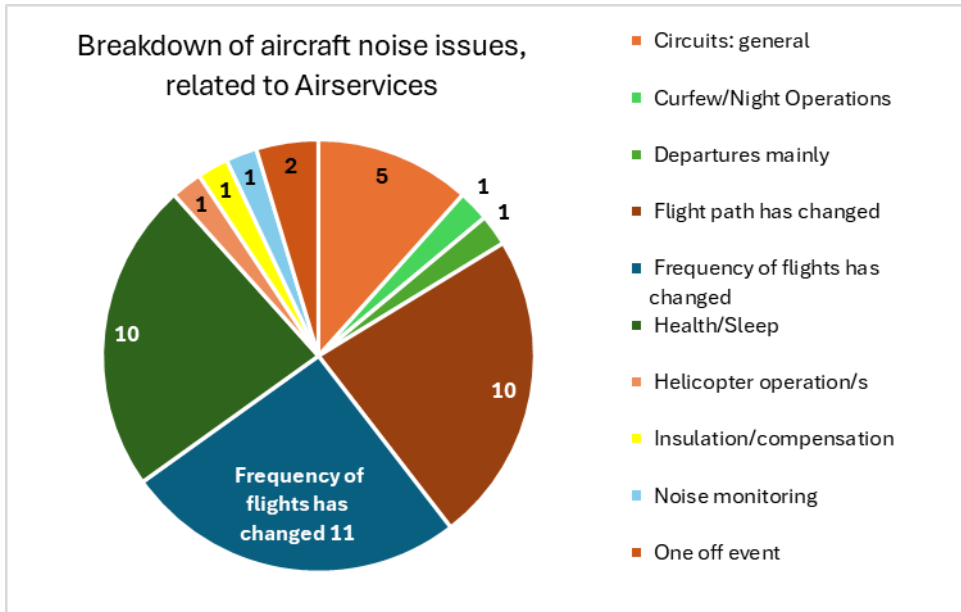


Figure 11 – Aircraft noise related issues raised in actionable complaints related to Airservices, April – June 2025.

Noise complaints for Defence raised issues of departing aircraft and concerns about health and sleep.

5 issues outside of the jurisdiction of the ANO were also raised – 3 seeking curfews, 1 related to Australian Noise Exposure Forecasts, and another which was requesting a list of flights over their home but still had an active complaint with Airservices.

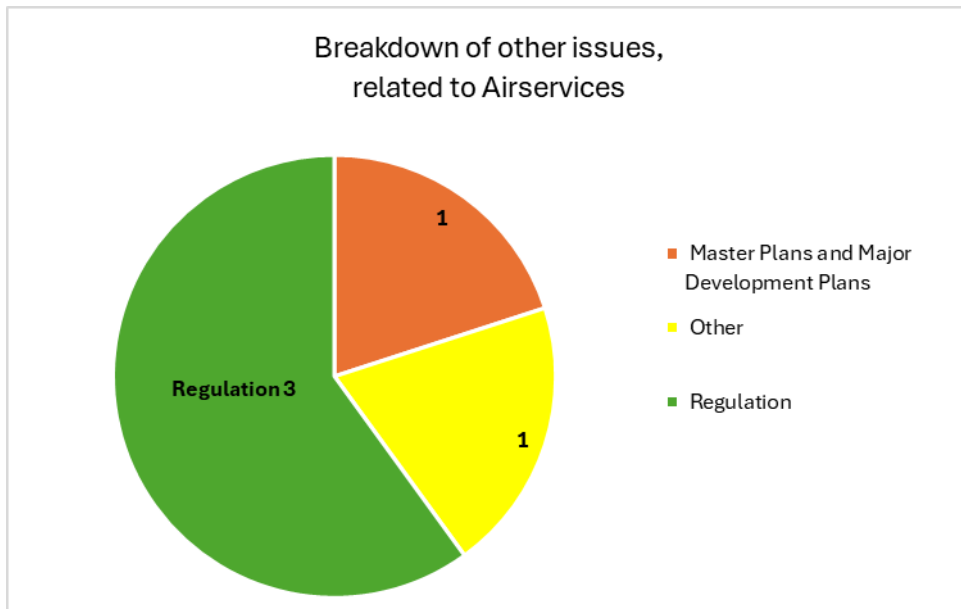


Figure 12 – Other issues raised in actionable complaints related to Airservices, April – June 2025.

2.4 Community engagement and noise information provision activities

The ANO office is invited to regularly attend airport Community Aviation Consultation Groups (CACGs) as an observer. Attending CACGs enables the ANO to observe Airservices' and/or Defence's engagement and information provision activities to the community, increase awareness of issues for individual airports and communities, and to promote the ANO's functions. The ANO office only attended the Gold Coast CACG this quarter as some major CACG meetings the ANO had intended to attend were postponed. Attendance will resume over the coming quarter as the meetings recommence.

2.5 Liaison with Noise Complaints Information Service (NCIS)

The ANO office and Airservices' NCIS team continue to hold regular meetings. In addition to formal meetings, staff from the ANO office and NCIS team speak regularly to discuss matters identified through individual reviews.

2.6 Liaison with Defence

The ANO office was only in email correspondence with Defence's Aircraft Noise Management this quarter due to low complaint volumes and staff leave. Meetings will resume over the coming quarter.

Liaison was conducted with Defence's Land Planning and Regulation Directorate due to the RAAF Base Amberley Aircraft Noise Management Program.

2.7 Monitoring and publicly reporting compliance with Noise Abatement Procedures (NAPs)

On 6 June 2025, the ANO sent a report to the Board following its review of a complaint concerning Airservices' capacity to monitor and report on aircraft compliance with NAPs at Gold Coast airport. The report found Airservices' management of the complaints was deficient as it did not assess whether or not the aircraft the subject of complaint were complying with a NAP that permitted use of the instrument landing system under certain conditions.

The review also disclosed that Airservices' capacity to monitor and report compliance with NAPs generally was deficient and requested the Board agree terms of reference for a systemic issue review by the ANO of Airservices' capabilities in this area.

3 Key performance indicators

The ANO office reviewed and amended the key performance indicators (KPIs) for its complaint handling processes, with the new KPI targets coming into effect from 1 July 2024. The KPI targets apply to all actionable complaints received by the ANO office.

KPIs for complaints managed by the ANO office are divided based on whether the complaint is a single complaint or part of a multi-complaint review. Regardless of whether a complaint is part of a multi-complaint review or not, the ANO office aims to finalise all complaints within a maximum of 12 months from the date of receipt.

Separate KPIs for complaints within a multi-complaint review reflect the more complex nature of multi-complaint reviews and that these reviews will generally involve the consideration of large amounts of evidence. This results in these complaints remaining open longer than individual complaints.

3.1 Acknowledgement of complaints

The ANO has a KPI of 2 days and 3 days to acknowledge complaints related to single complaints and multi-complaints, respectively. This quarter, all single complaints received were acknowledged within the KPI target. No multi-complaints were received in the quarter.

3.2 Determination of complaints

Once a complaint is received, the ANO has 7 days for single complaints, or 14 days for multi-complaints, to determine whether the complaint is within the scope of the ANO Charter. These targets reflect a reduction of 7 days, from the 2021-2024 KPI targets, both for single and multi-complaints.

One single complaint failed this KPI during the quarter, this was due to an Outlook email software fault removing an email from the ANO's inbox.

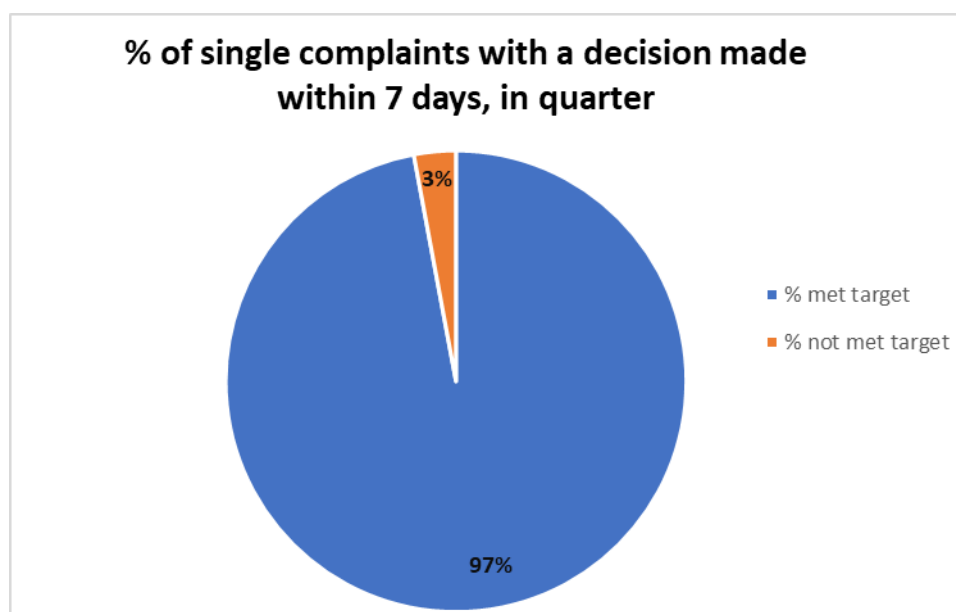


Figure 13 – % of single complaints with a decision made within 7 days, in quarter

3.3 Progress reports to complainants

The ANO has a KPI to report progress to complainants every 28 days, which was met for all complaints in this quarter.

3.4 Time taken for final assessment provision to Agency

No final assessments of reviews were provided to Airservices or Defence during the quarter.

3.5 Time taken to finalise complaints

All 35 actionable complaints closed in this quarter were single complaints.

Targets for the finalisation of single complaints was one of the KPIs amended, with a new target for 50% of complaints to be closed within a month of receipt. As shown in Figure 14 below, 33 complaints (94%) achieved this target. A further 2 single complaints were closed within 3 months from receipt.

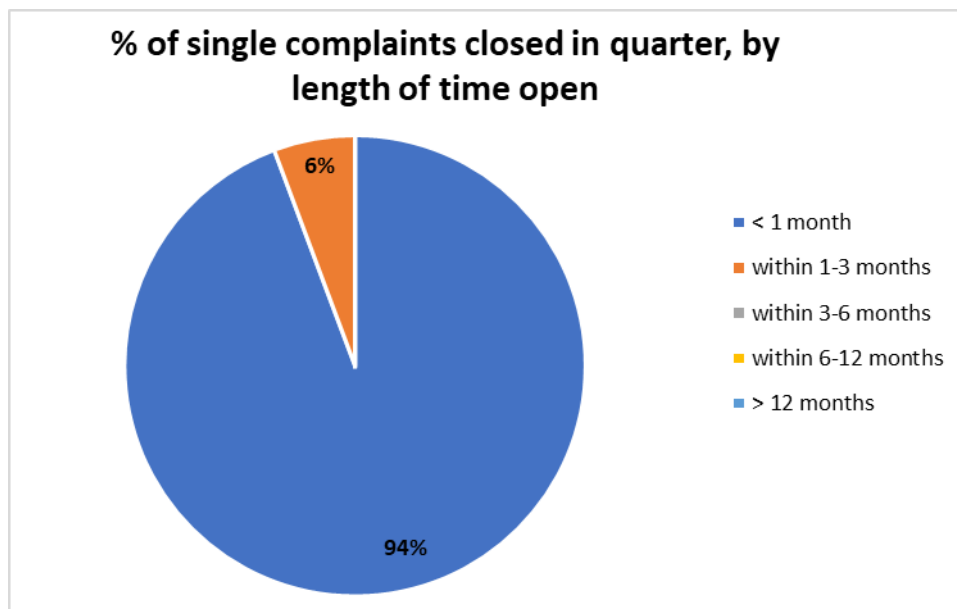


Figure 14 – % of single complaints closed in quarter, by length of time open.

Full KPI performance data for the quarter is presented at Appendix 3.

Kieran Pehm

Aircraft Noise Ombudsman

8 July 2025

Appendix 1 Statistics for complaints received in quarter

The following tables detail the statistics for complaints received in the quarter.

AIRSERVICES - ACTIONABLE COMPLAINTS	Apr-25	May-25	Jun-25	Total for quarter
Complaints received	7	12	12	31
Complaints closed:	9	11	11	31

Total complaints closed - not reviewed:	5	10	11	26
Complainant did not provide further information	0	0	0	0
Outside Charter Scope - CASA	0	0	0	0
Outside Charter Scope – Department of Infrastructure	0	0	0	0
Outside Charter Scope - Minister	0	0	0	0
Outside Charter Scope - Other	1	0	0	1
Referred to Airservices to respond directly	4	10	11	25

Total complaints closed - reviewed:	4	1	0	5
No change possible - explanation provided	4	1	0	5
Agency agreed to reengage with complainant	0	0	0	0
Change in processes or systems adopted by Agency	0	0	0	0
Not resolved - Action taken by Agency to encourage change by others	0	0	0	0

DEFENCE - ACTIONABLE COMPLAINTS	Apr-25	May-25	Jun-25	Total for quarter
Complaints received:	0	1	1	2
Complaints closed:	1	1	0	2

Total complaints closed - not reviewed:	0	0	0	0
Complainant did not provide further information	0	0	0	0
Outside charter scope - Minister	0	0	0	0
Outside Charter Scope - Other	0	0	0	0
Referred to Defence to respond directly	0	0	0	0

Total complaints closed - reviewed:	0	1	1	2
No change possible - explanation provided	0	0	1	1
Agency agreed to reengage with complainant	0	1	0	1
Change in processes or systems adopted by Agency	0	0	0	0
Not resolved - Action taken by Agency to encourage change by others	0	0	0	0

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SUMMARY OF COMPLAINTS HANDLED	Airservices	Defence	No agency assigned*	Total for quarter
Actionable complaints open at 1 April 2025 (first day of quarter):	6	1	0	7
Non-actionable complaints received:	3,676	0	0	3,676
Actionable complaints received:	31	2	2	35
Actionable complaints closed:	31	2	2	35
Actionable complaints open at 1 July 2025 (first day of next quarter):	6	1	0	7

*No agency assigned includes where the identified Agency is outside of the ANO's jurisdiction, or where complainants do not provide sufficient information to identify the agency.

Appendix 2 Outstanding ANO recommendations

The following tables set out the status of outstanding recommendations made by the ANO and the ANO's assessment of action against each. Recommendations that were previously reported as complete have been removed.

Airservices – Investigation into complaints about flight paths over East Melbourne (July 2021)

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation 1 – I recommend Airservices continue its efforts to engage with the complainants to resolve their complaints including careful consideration of the alternate flight path suggested by them.</p>	<p>In progress: Airservices advised that with the approval of the Melbourne Airport's Major Development Plan (MDP), they have recommenced work in relation to the East Melbourne Group (EMG) suggestions and are currently reviewing how the final approved MDP may impact these suggestions.</p>

Appendix 3 Key performance indicators for ANO complaint handling

The following table summarises the performance of the ANO against the identified complaint handling KPIs for April-June 2025. KPI performance is reported below for actionable complaints, over the quarter. Performance against the ANO KPIs is determined based on 12 months of data, for July-June of each financial year and reported in the ANO Annual Report.

Complaint type	Key performance indicator	Benchmark	% Met target (Apr Jun 2025)
Single complaint	Acknowledgement of complaint	Within 2 business days	100%
	Decision on whether complaint is within jurisdiction	Within 7 days	97%
	Update to complainant on progress of complaint	Every 28 days	100%
		1 update failed	0%
		2 updates failed	0%
	Time from complaint received to final assessment provision to Agency	3 updates failed	0%
		25% < 3 months	0%
		50% within 3-6 months	0%
		25% within 6-12 months	0%
	Time from complaint received to closed	0% > 12 months	0%
		50% < 1 month	94%
		25% within 1-3 months	6%
		15% within 3-6 months	0%
		10% within 6-12 months	0%
	0% > 12 months	0%	
Complaints in a multi-complaint review	Acknowledgement of complaint	Within 3 business days	0%
	Decision on whether complaint is within jurisdiction	Within 14 days	0%
	Update to complainant on progress of complaint	Every 28 days or less	0%
		1 update failed	0%
		2 updates failed	0%
	Time from complaint received to final assessment provision to Agency	3 updates failed	0%
		25% < 3 months	0%
		50% within 3-6 months	0%
		25% within 6-12 months	0%
	Time from complaint received to closed	0% > 12 months	0%
		50% < 6 months	0%
		50% within 6-12 months	0%
0% > 12 months	0%		