

OFFICIAL



Quarterly Report

October-December 2025

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1 Overview

The Aircraft Noise Ombudsman (ANO) received a total of 4,128 complaints during the quarter, a decrease from 16,649 complaints in the previous quarter. This includes 4,077 non-actionable complaints, accounting for 99% of the complaints received, and 51 actionable complaints. Of the 4,077 non-actionable complaints, 3,219 were raised by one complainant. A further 785 were raised by three other complainants. The ANO carried forward 4 complaints on 1 October 2025. During this quarter (October-December 2025), the ANO closed 47 actionable complaints and therefore carried forward 8 complaints to January 2026.

Of the 51 new actionable complaints, 44 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 12 actionable complaints. Perth Airport, Melbourne Airport and civil aviation at RAAF Base Point Cook also featured relatively strongly in complaints. Parafield circuit operations continued to draw the highest number of non-actionable complaints with 3,219 complaints from one complainant.

In this quarter, the ANO did not receive any new actionable complaints about the Department of Defence (Defence) and did not close any complaints either. As such, no Defence complaints remained under review at the end of the quarter. 7 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.

ANO expenditure to 31 December 2025 was \$253,110, which is below the YTD budget forecast of \$391,950.

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, 4,128 complaints were raised with the ANO office – 4,077 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.

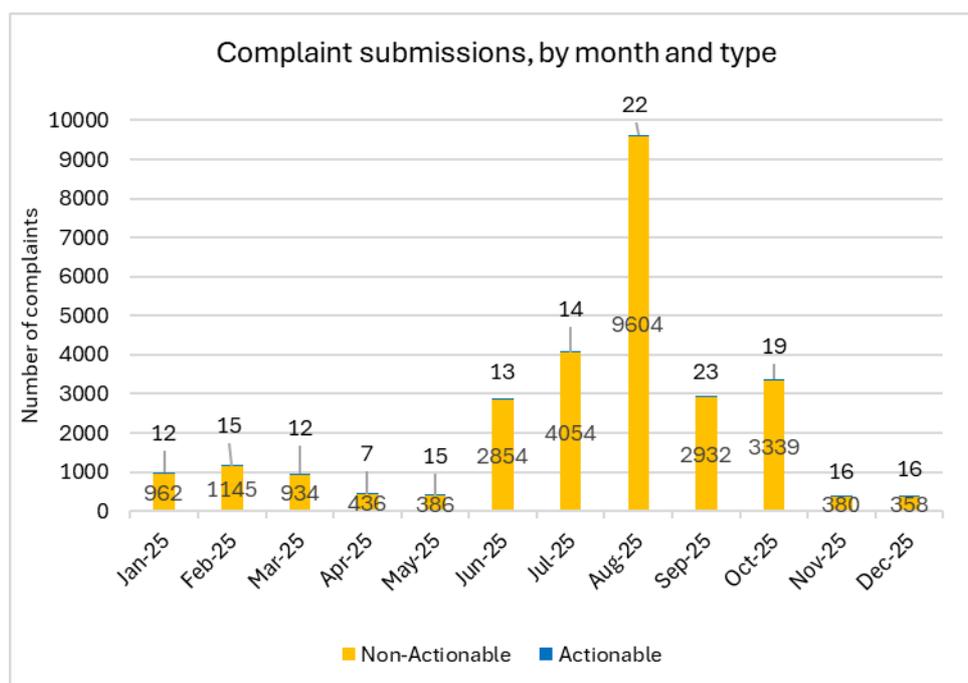


Figure 1 – Complaint submissions by month from January 2025 – December 2025, highlighting actionable and non-actionable complaints.

There has been a decrease in non-actionable complaints from 16,590 last quarter to 4,077 complaints this quarter. This decrease occurred due to a single complainant reducing their complaints about Parafield following a lengthy discussion with the ANO’s Senior Advisor – Unit Manager. However, most non-actionable complaints this quarter were still due to circuit operations at Parafield, with the aforementioned complainant raising 3,219 non-actionable complaints. Two complainants raised a total of 624 non-actionable complaints (about 15%) regarding operations associated with Brisbane Airport. Another complainant

raised a total of 161 complaints (about 4%) regarding operations associated with Perth Airport. Seventy-three non-actionable complaints were raised by 25 other complainants.

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

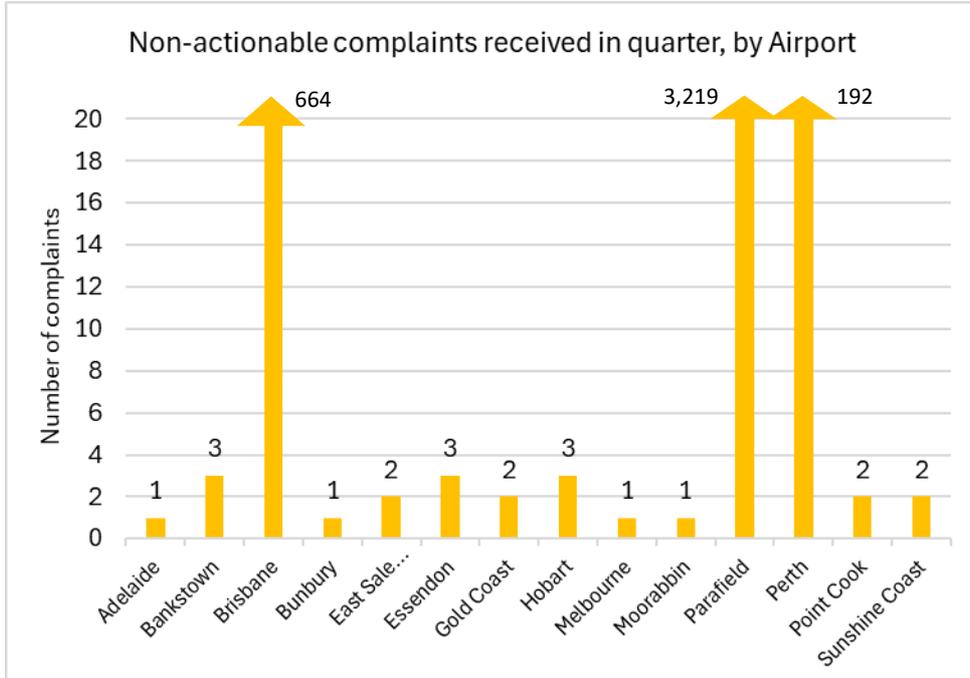


Figure 2 – Non-actionable complaints received by airport of concern, October – December 2025.

Figure 3 below shows the number of complaints made by individual complainants.

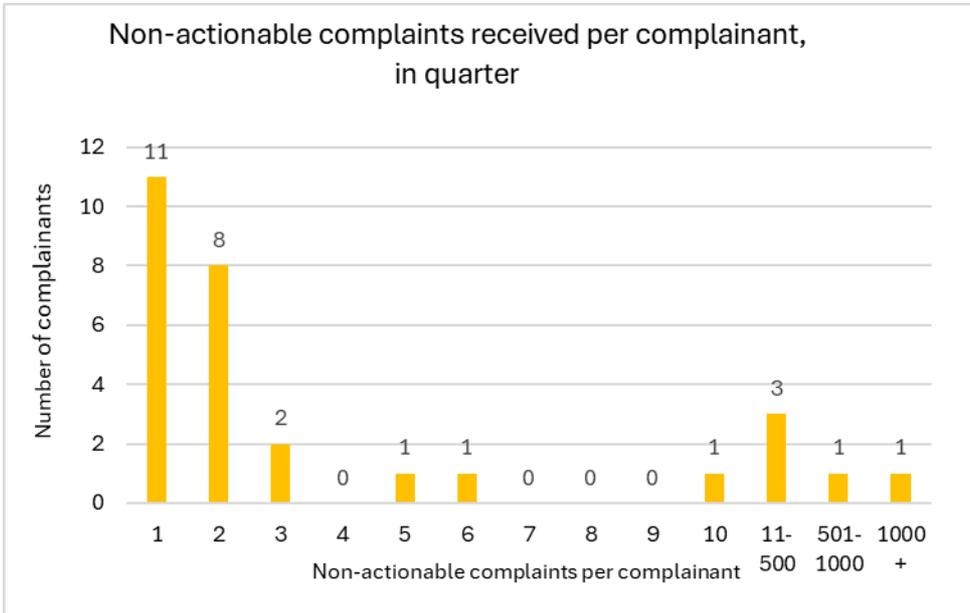


Figure 3 – Non-actionable complaints per complainant, October – December 2025.

2.2 Actionable complaints in quarter

During the quarter, the ANO received 51 actionable complaints - 44 relating to Airservices and none relating to Defence. There were 7 complaints with no agency identified raising various concerns including the current draft Master Plan for Brisbane Airport, ground noise from Sunshine Coast Airport, eligibility for a noise insulation program for Sydney Airport and an inquiry as to whether Sydney Airport will close when Western Sydney Airport opens.

Figure 4 below shows the number of actionable complaints received by agency per month over the last twelve months. Complaints remained consistent over the quarter.

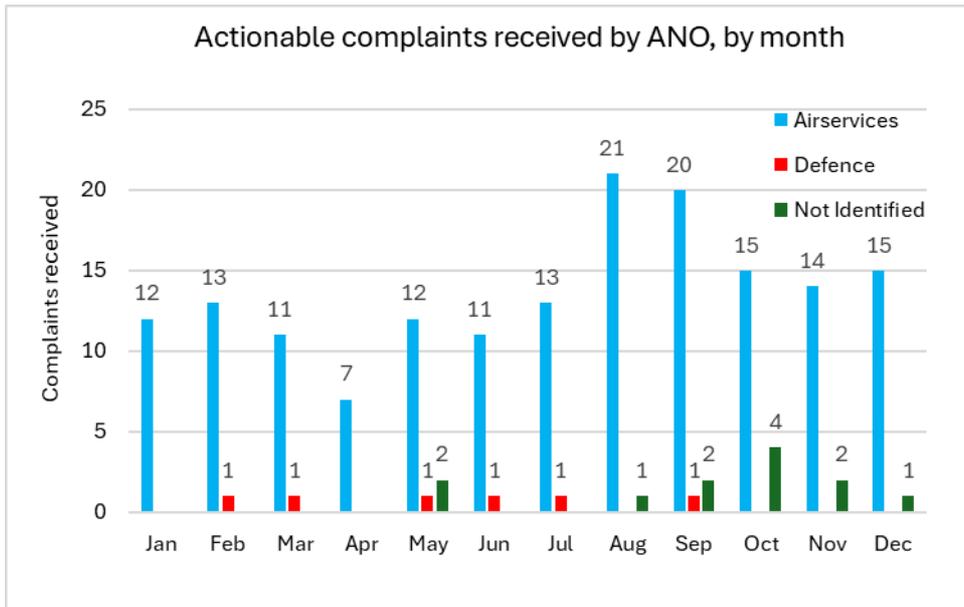


Figure 4 – Actionable complaints received by ANO by month, January 2025 – December 2025.

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.

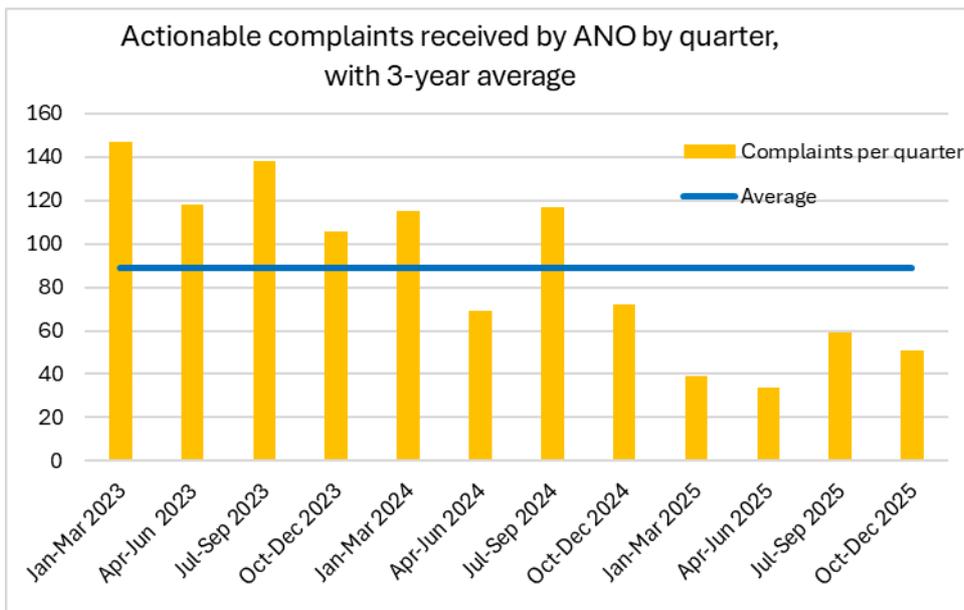


Figure 5 – Actionable complaints received by ANO by quarter, with 3-year average for complaint trends.

Many of the actionable complaints received this quarter continue to be attributed to the opening and operation of the new runway for Brisbane, with 12 complaints (24%).

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

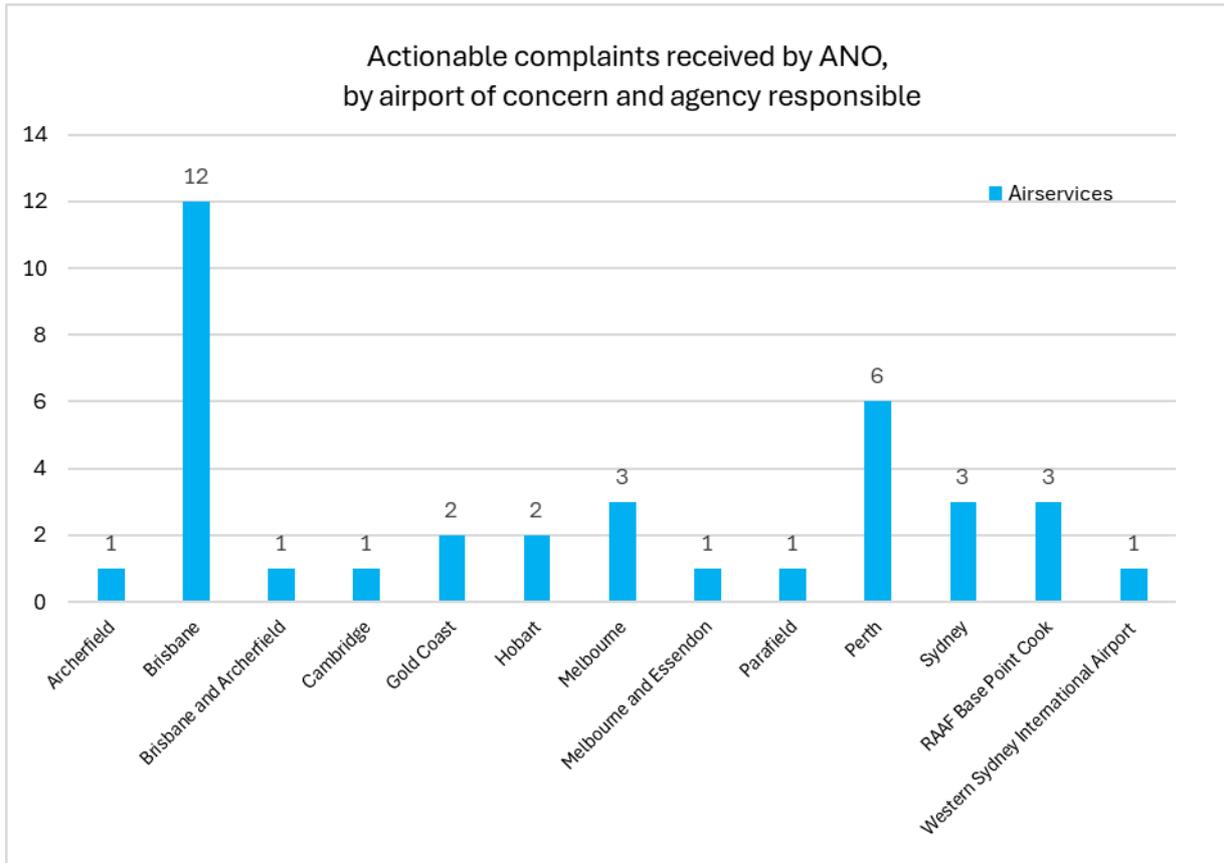


Figure 6 – Actionable complaints received by ANO by airport of concern and agency, October – December 2025.

In addition to the airport specific complaints above, 10 complaints did not include sufficient information to identify the airport of concern, and of those, 7 complaints did not have an agency identified.

Closed complaints

The ANO closed 47 actionable complaints for the quarter, 40 relating to Airservices, none relating to Defence and 7 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: 26 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, Airservices agreed to re-engage to provide further information or they were outside the scope of the Charter. The issues outside the scope of the Charter were noise impact assessments and contours maps for Perth Airport and noise from running aircraft engines on the ground at Perth Airport.

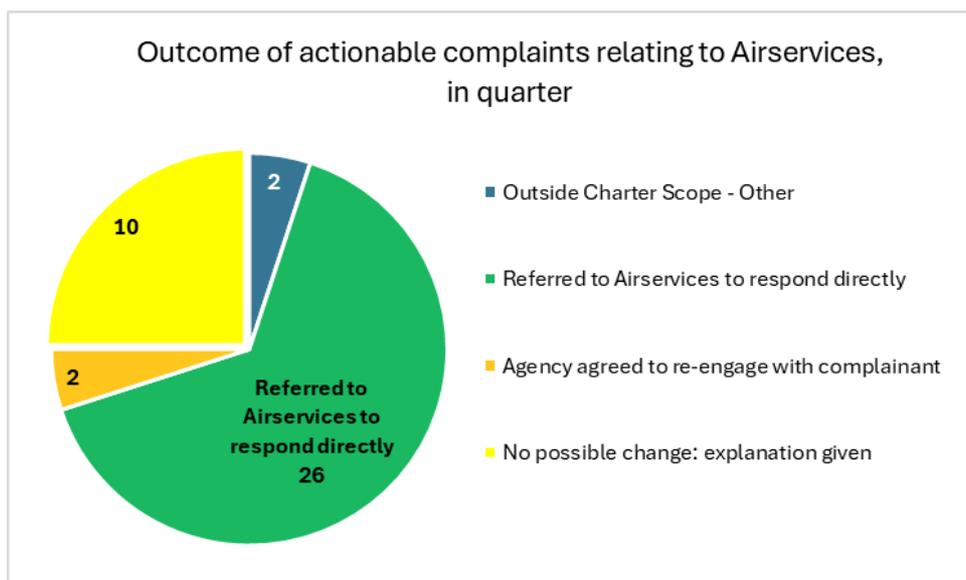


Figure 7 – Outcome of actionable complaints closed in quarter, related to Airservices.

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 8 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.

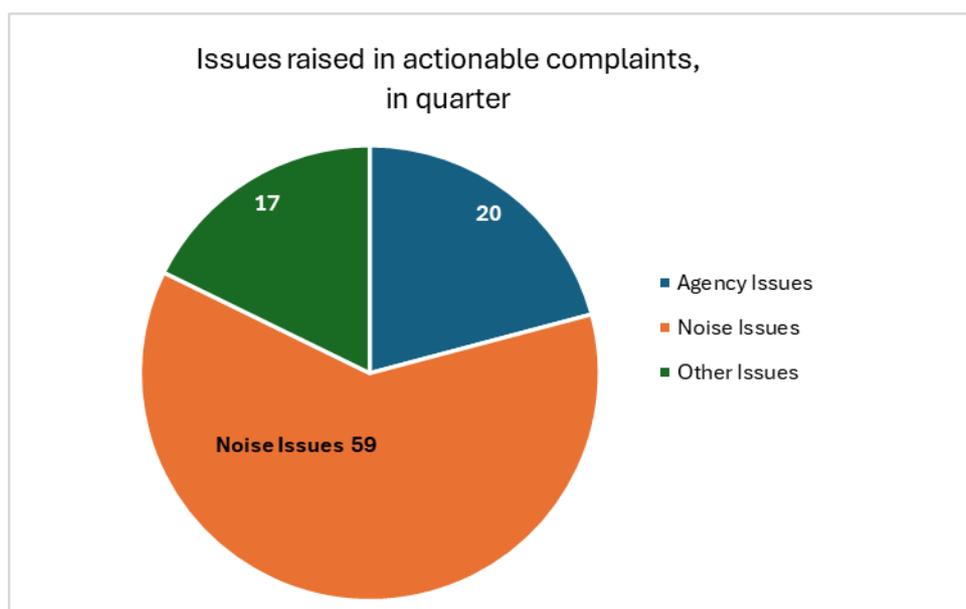


Figure 8 – Issues raised in actionable complaints to the ANO, October – December 2025.

Issues by agency of concern

As shown in Figure 9 below, complaints about poor explanations and complaint management were the most common issues raised this quarter for Airservices.

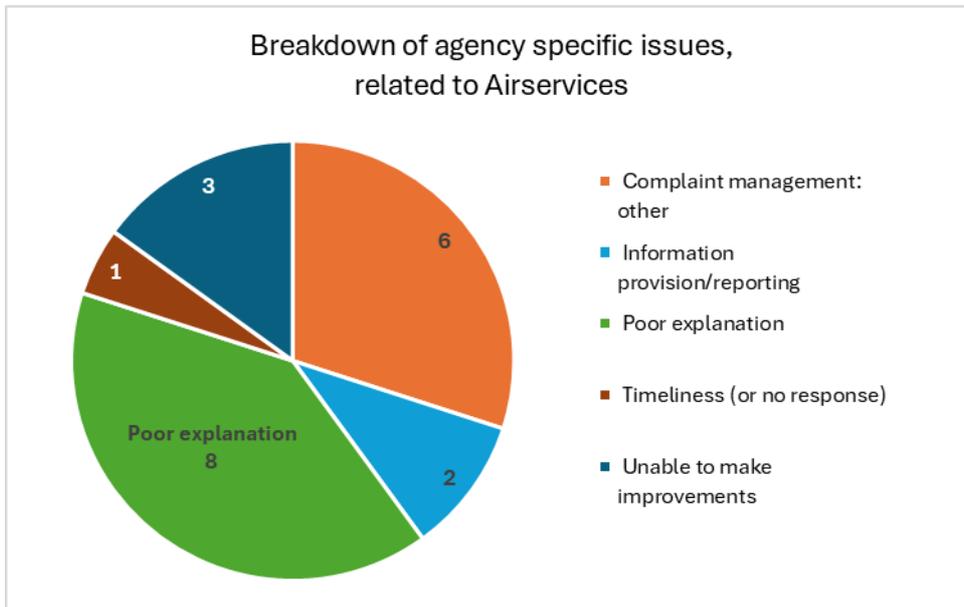


Figure 9 – Agency specific issues raised in actionable complaints related to Airservices, October – December 2025.

The poor explanations concern relates to perceptions from complainants of receiving generalised or template responses and those responses not addressing concerns or taking action to resolve issues. Complaints in this regard reflected the following issues – 2 separate instances of perceived non-adherence to a NAP at Hobart Airport, complex issues related to NAPs for Brisbane Airport, perceived non-adherence to published flight paths by aircraft departing Sydney Airport, media helicopters circling suburban areas, increases in air traffic at Brisbane Airport, and increases in aircraft activity from Perth Airport.

Figure 10 breaks down noise complaints by the most common issues raised regarding 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 as in previous quarters.

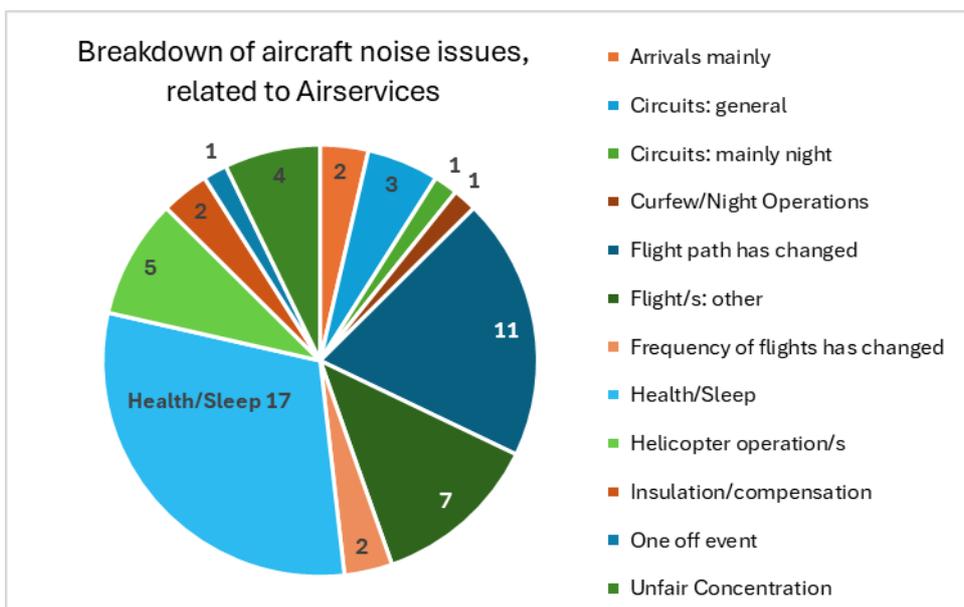


Figure 10 – Aircraft noise related issues raised in actionable complaints related to Airservices, October – December 2025.

Twelve issues outside of the jurisdiction of the ANO were also raised – 4 seeking curfews or caps on movements, 4 with various concerns about plans related to Melbourne’s third runway, two seeking government action to limit aircraft noise, one asking how to make a complaint to Perth Airport about ground noise, and one regarding the low-flying regulatory framework and media helicopter operations.

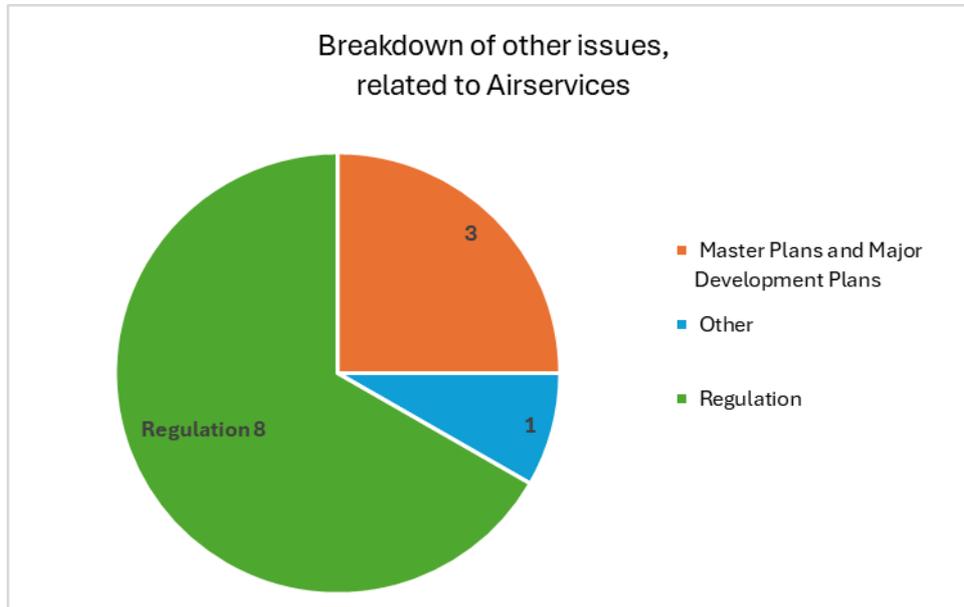


Figure 11 – Other issues raised in actionable complaints related to Airservices, October – December 2025.

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. During the quarter, the ANO office attended CACGs at Launceston, Gold Coast, Brisbane and Hobart airports.

ANO representatives also observed several community engagement sessions related to the Melbourne Airport Noise Sharing Plan.

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 held its regular quarterly meeting as well as informal meetings with the Staff Officer, Aircraft Noise Management for Defence, as required throughout the quarter. This included discussing the findings of individual reviews and broader aircraft noise management issues and opportunities.

2.7 Noise Abatement Procedure Review

The ANO completed a review of NAPs within the control of Airservices in November. Further monitoring and review was recommended, and this was supported by Airservices. The ANO will continue monitoring and reviewing developments in this space and submit a report by the end of June 2026.

3 Key performance indicators

KPIs for actionable 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 often 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 and multi-complaints received were acknowledged within the KPI target.

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. 3 complaints failed this KPI this quarter due to the Christmas shutdown.

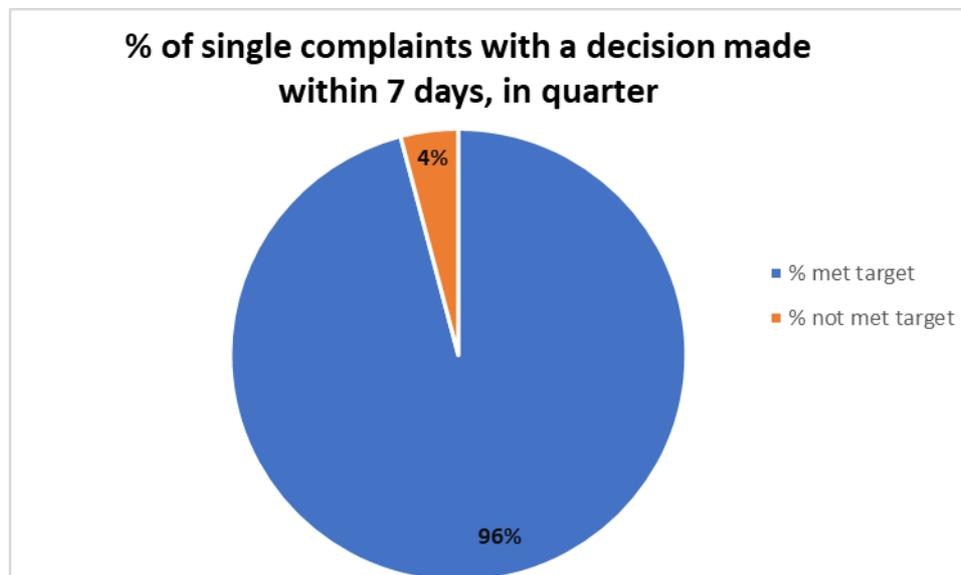


Figure 12 – % of single complaints with a decision made within 7 days, October – December 2025.

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 47 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 13 below, 41 single complaints (87%) achieved this target. A further 6 single complaints (13%) were closed within 3 months from receipt.

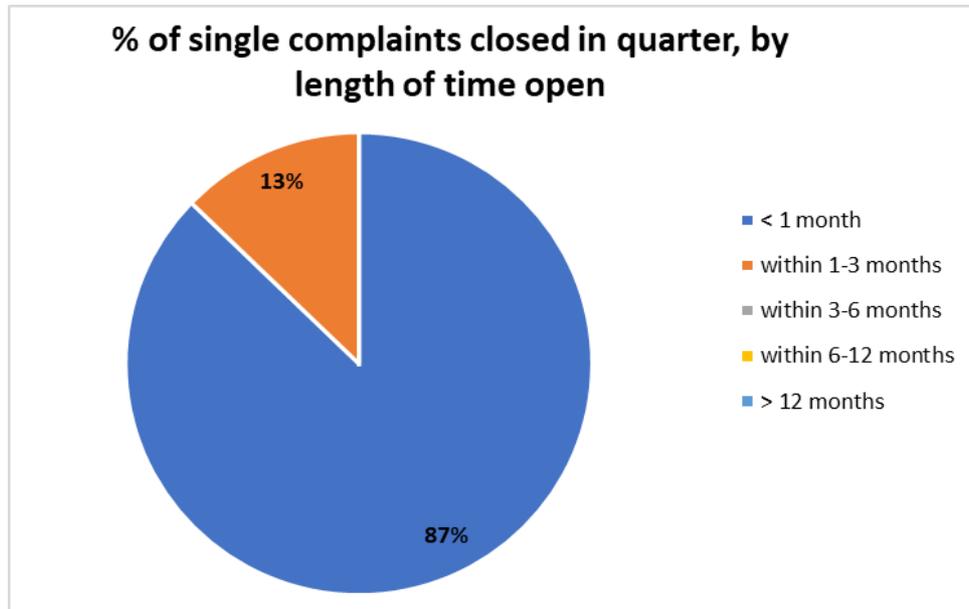


Figure 13 – % of single complaints closed in quarter, by length of time open.

Target for the finalisation of a multi-complaint review is six months. There were not any multi-complaint reviews this quarter.

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

Kieran Pehm

Aircraft Noise Ombudsman

20 January 2026

Appendix 1 Statistics for complaints received in quarter

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

AIRSERVICES - ACTIONABLE COMPLAINTS	Oct-25	Nov-25	Dec-25	Total for quarter
Complaints received	15	14	15	44
Complaints closed:	15	13	12	40

Total complaints closed - not reviewed:	10	10	8	28
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	0	2	0	2
Referred to Airservices to respond directly	10	8	8	26

Total complaints closed - reviewed:	5	3	4	12
No change possible - explanation provided	4	3	3	10
Agency agreed to reengage with complainant	1	0	1	2
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	Oct-25	Nov-25	Dec-25	Total for quarter
Complaints received:	0	0	0	0
Complaints closed:	0	0	0	0

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	0	0	0
No change possible - explanation provided	0	0	0	0
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

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SUMMARY OF COMPLAINTS HANDLED	Airservices	Defence	No agency assigned*	Total for quarter
Actionable complaints open at 1 October 2025 (first day of quarter):	4	0	0	4
Non-actionable complaints received:	4,077	0	0	4,077
Actionable complaints received:	44	0	7	51
Actionable complaints closed:	40	0	7	47
Actionable complaints open at 1 January 2026 (first day of next quarter):	8	0	0	8

*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
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.	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.

Airservices – Investigation into Gold Coast Noise Abatement Procedures (June 2025)

Ongoing recommendations	ANO assessment of agency response
Recommendation 1 – The ANO conduct a review of Airservices' capacity to effectively monitor and publicly report on compliance with Noise Abatement Procedures.	Closed: During the quarter, the ANO finalised the review of Noise Abatement Procedures and recommended further monitoring by the ANO.

Airservices – Monitoring and reporting on implementation of Noise Abatement Procedures (November 2025)

Ongoing recommendations	ANO assessment of agency response
Recommendation – The ANO monitor Airservices progress on the implementation of reporting of NAPS and report to the Board by 30th June 2026.	N/A

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 October-December 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 (Oct-Dec 2025)
Single complaint	Acknowledgement of complaint	Within 2 business days	100%
	Decision on whether complaint is within jurisdiction	Within 7 days	96%
	Update to complainant on progress of complaint	Every 28 days	100%
		1 update failed	0%
		2 updates failed	0%
		3 updates failed	0%
	Time from complaint received to final assessment provision to Agency	25% < 3 months	0%
		50% within 3-6 months	0%
		25% within 6-12 months	0%
		0% > 12 months	0%
	Time from complaint received to closed	50% < 1 month	87%
		25% within 1-3 months	13%
		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%
		3 updates failed	0%
	Time from complaint received to final assessment provision to Agency	25% < 3 months	0%
		50% within 3-6 months	0%
		25% within 6-12 months	0%
		0% > 12 months	0%
	Time from complaint received to closed	50% < 6 months	0%
		50% within 6-12 months	0%
0% > 12 months		0%	