

OFFICIAL



Quarterly Report

January-March 2026

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1 Overview

The Aircraft Noise Ombudsman (ANO) received a total of 632 complaints during the quarter, compared to 4,128 complaints in the previous quarter. The number of non-actionable complaints fell substantially, as a result of one complainant reducing their contacts from 3,219 last quarter, to 50 this quarter.

Of the 632 complaints received, 593 were non-actionable complaints, and 39 were actionable complaints. Of the 593 non-actionable complaints, two complainants raised 206 and 209 complaints each. The ANO carried forward 8 complaints on 1 January 2026. During this quarter (January-March 2026), the ANO closed 42 actionable complaints and therefore carried forward 5 complaints to April 2026.

Of the 39 new actionable complaints, 33 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 8 actionable complaints. Sunshine Coast, Parafield, Perth and Sydney airports also featured relatively strongly in complaints. Operations at Brisbane and Perth Airport both had relatively high numbers of non-actionable complaints, with over 200 complaints submitted by an individual complainant.

In this quarter, the ANO received two new actionable complaints about the Department of Defence (Defence) and closed one complaint. One Defence complaint remained under review at the end of the quarter

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 March 2026 was \$520,200, which is below the YTD budget forecast of \$647,190.

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

During the quarter, 593 non-actionable complaints were received. Figure 1 shows the number of complaints raised per month over the past 12 months, including both actionable and non-actionable complaints.

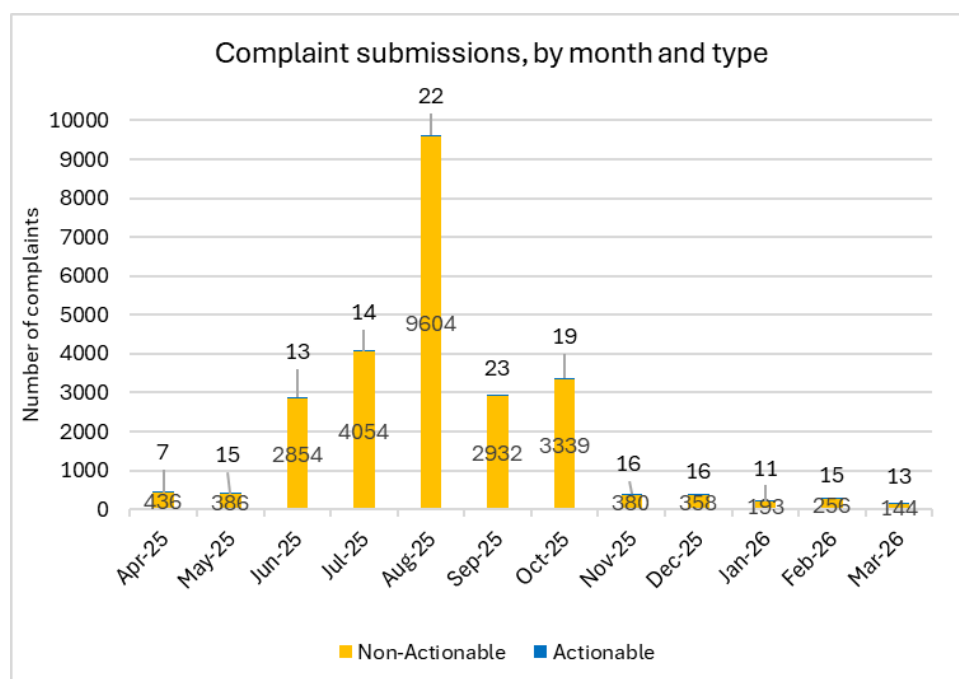


Figure 1 – Complaint submissions by month from April 2025 – March 2026, highlighting actionable and non-actionable complaints.

There has been a decrease in non-actionable complaints from 4,077 last quarter to 593 complaints this quarter. This decrease occurred due to a single complainant reducing their complaints about Parafield Airport. Most non-actionable complaints this quarter were related to operations at Brisbane and Perth airports. One complainant raised 88% (206) of Brisbane Airport complaints and 8 complainants raised the remaining 28 non-actionable complaints. Three complainants raised 211 non-actionable complaints about Perth Airport, of which 99% (209) were raised by one complainant. Complaints related to Parafield Airport circuit operations remained prominent this quarter, with a total of 138 non-actionable

complaints raised by two complainants. The remaining 10 non-actionable complaints were raised by 5 other complainants and related to a variety of airports.

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

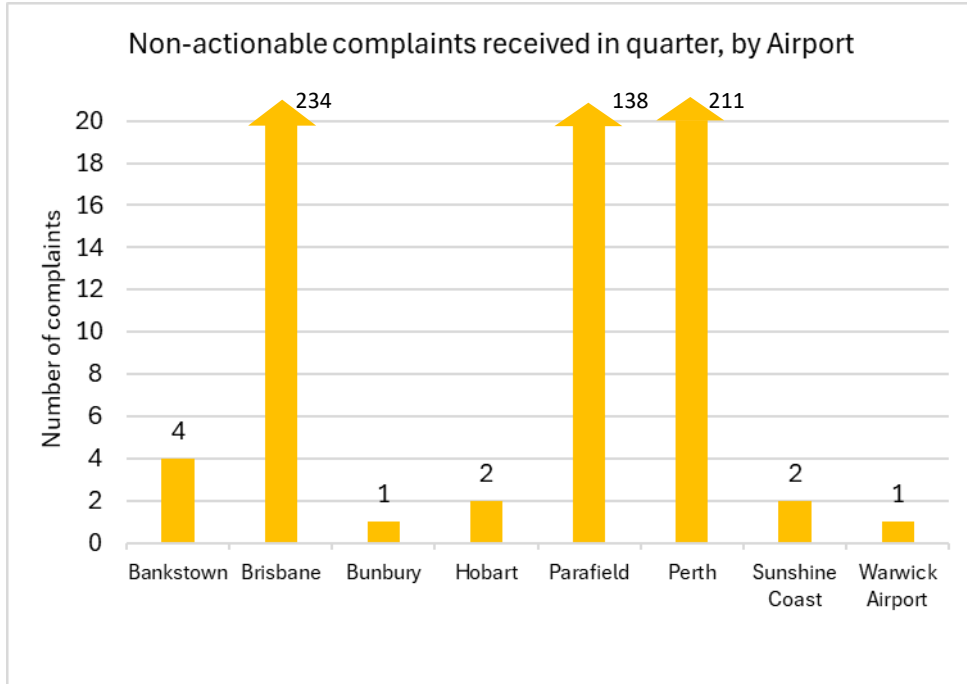


Figure 2 – Non-actionable complaints received by airport of concern, January – March 2026.

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

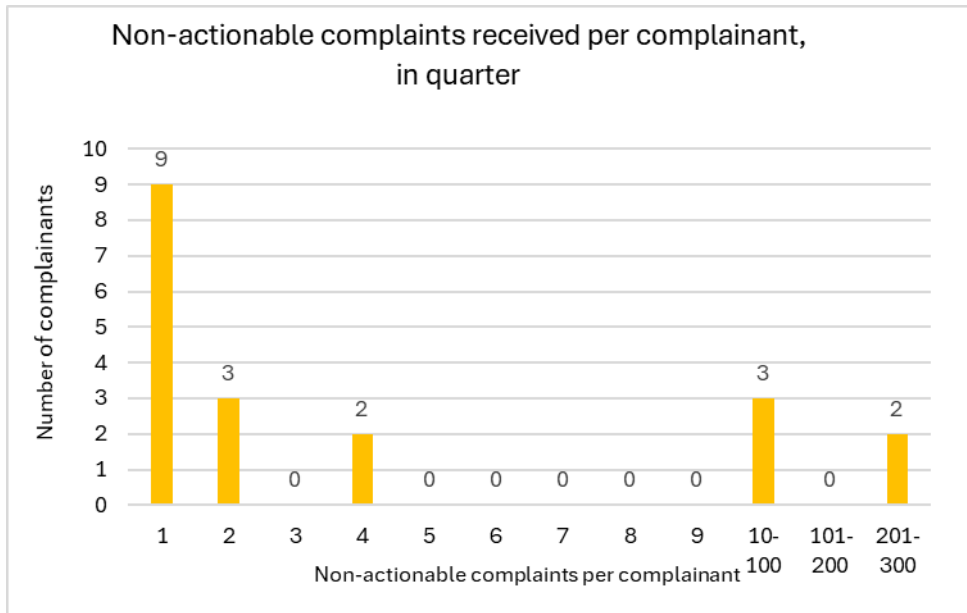


Figure 3 – Non-actionable complaints per complainant, January – March 2026.

2.2 Actionable complaints

During the quarter, the ANO received 39 actionable complaints - 33 relating to Airservices and two relating to Defence. There were four complaints with no agency identified raising various concerns including ground noise from Goulburn Airport, seeking a noise assessment, a request that the ANO investigate an aircraft for targeting and a complaint from an airline passenger.

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

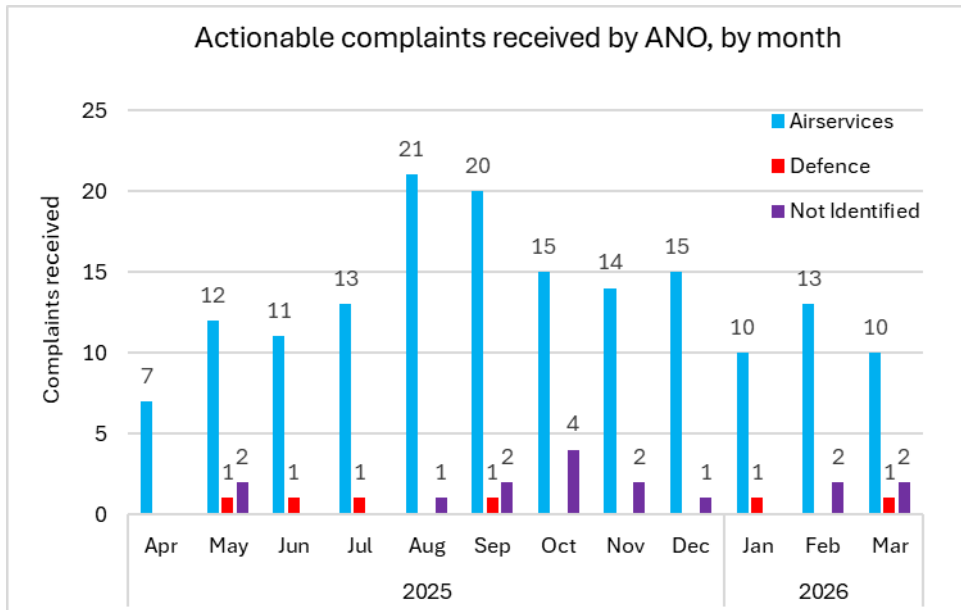


Figure 4 – Actionable complaints received by ANO by month, April 2025 – March 2026.

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.

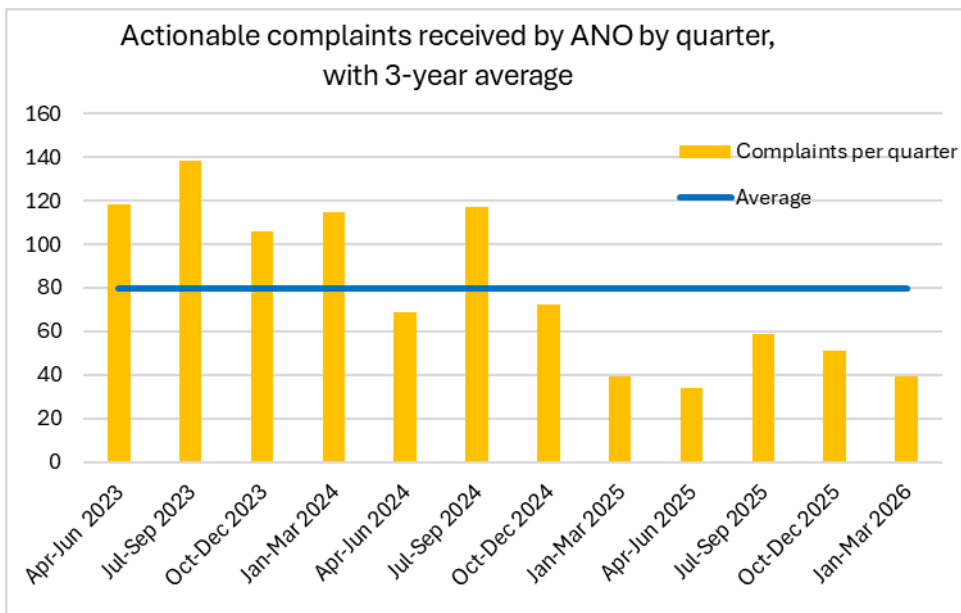


Figure 5 – Actionable complaints received by ANO by quarter, with 3-year average for complaint trends.

Many of the actionable complaints received this quarter continue to be attributed to the opening and operation of the new runway for Brisbane, with 8 complaints (21%).

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

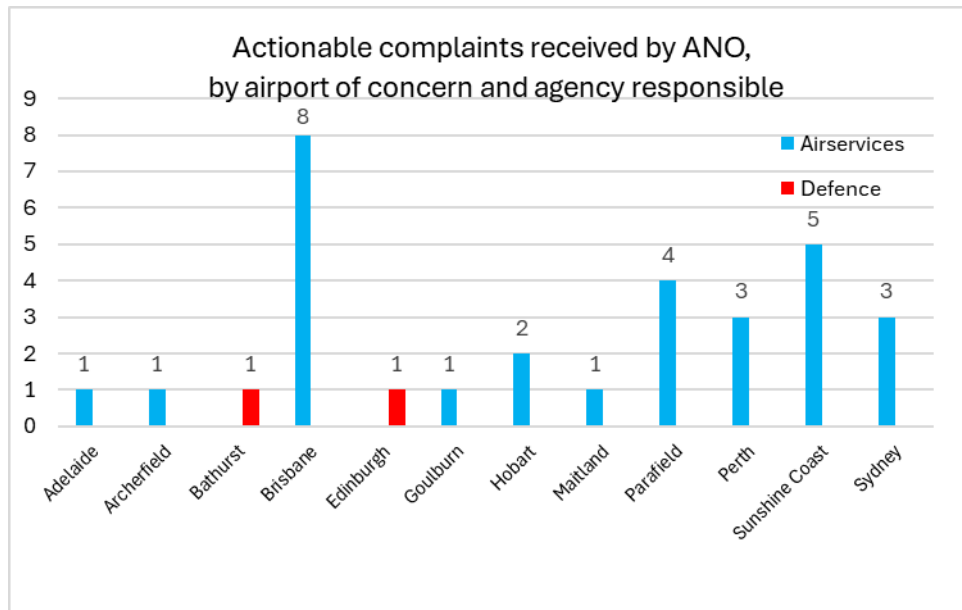


Figure 6 – Actionable complaints received by ANO by airport of concern and agency, January – March 2026.

In addition to the airport specific complaints above, 4 complaints associated with Airservices did not include sufficient information to identify the airport of concern, with one complaint related to ground running and as such had no agency assigned. A further 3 complaints have no airport or agency assigned, as issues raised were related to helicopter concerns unrelated to an agency, or airline customer complaints.

Closed complaints

The ANO closed 42 actionable complaints for the quarter, 37 relating to Airservices, one relating to Defence and 4 with no agency identified. In addition, all non-actionable complaints were closed, as noted in Section 2.1.

The single Defence complaint was closed, as the complainant was referred to Defence to address the matter directly in the first instance.

Figure 7 below, shows the outcomes of the complaints relating to Airservices: 28 were closed as the complainants had either not yet complained to, or finalised their complaint with, Airservices. One closed complaint resulted in a change in Airservices’ processes or systems. The remainder were closed as they provided no basis for proceeding further under the Charter, the complainant did not provide additional information to support the ANO review, or they were outside the scope of the Charter. The issues outside the scope of the Charter were related to airline complaints and seeking the restriction of an aircraft operator and on airport activities.

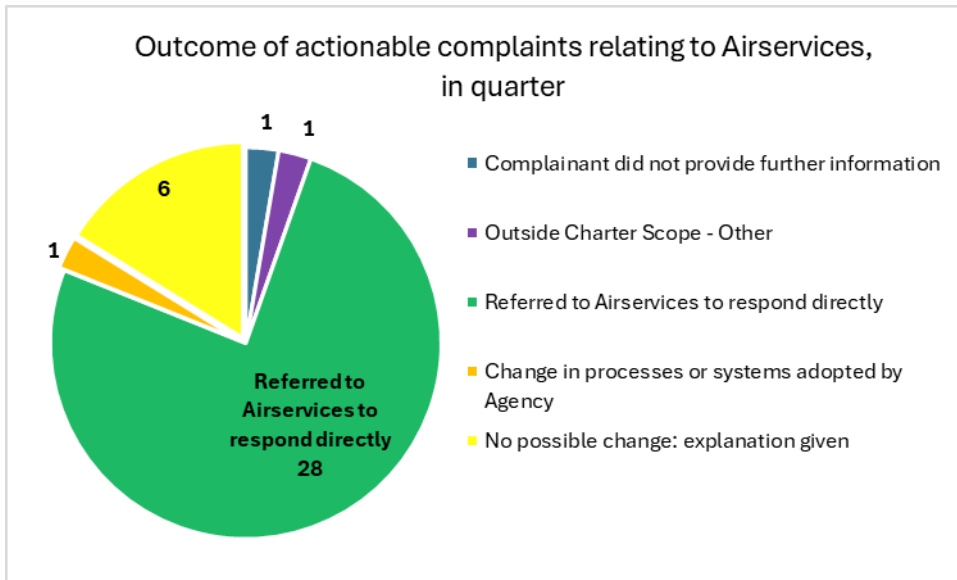


Figure 7 – Outcome of actionable complaints closed in quarter, related to Airservices.

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.

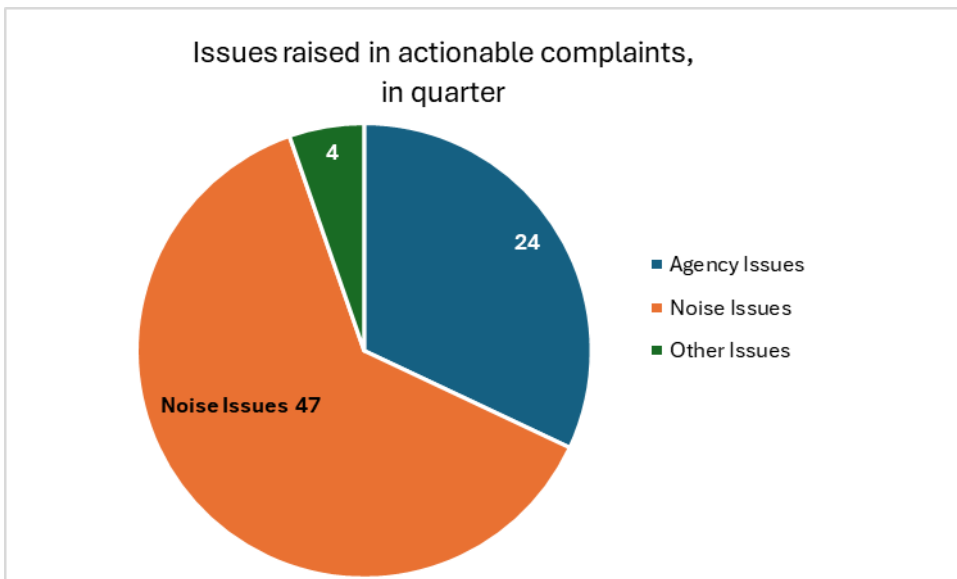


Figure 8 – Issues raised in actionable complaints to the ANO, January – March 2026.

Issues by agency of concern

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

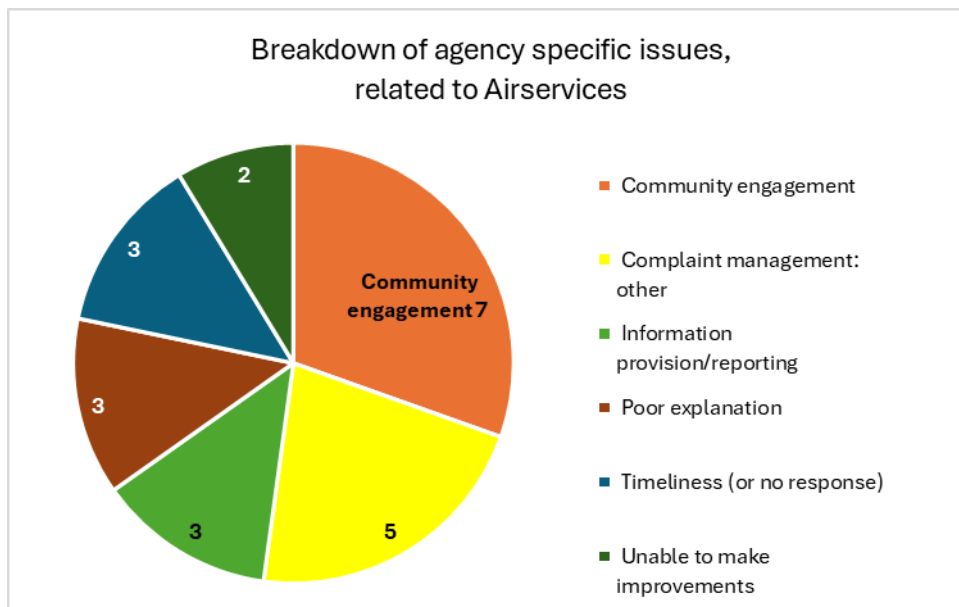


Figure 9 – Agency specific issues raised in actionable complaints related to Airservices, January – March 2026.

The community engagement concern related to activities related to both Sunshine Coast and Brisbane airports. Complainants felt that community engagement was ineffective, decisions were made without taking community feedback into account and that information available to the community was insufficient. One complainant also raised concerns that they felt excluded from the community engagement process.

Issues raised under ‘complaint management – other’ predominately related to problems with technology, such as the inability to submit the online NCIS complaint form, errors with hyperlinks or the website not working. One complaint raised concerns about perceived non-compliance of Airservices’ with its regulatory obligations, and internal policies and procedures.

In relation to Defence, one Agency-related concern was received about Defence’s complaint management practices, including the recording and filing of complaints.

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 also featured prominently as in previous quarters, with concerns raised around non-adherence to existing flight path instructions and changes to flight paths without consultation. Two issues were raised in relation to Defence, regarding impacts of circuits and concerns about health and wellbeing.

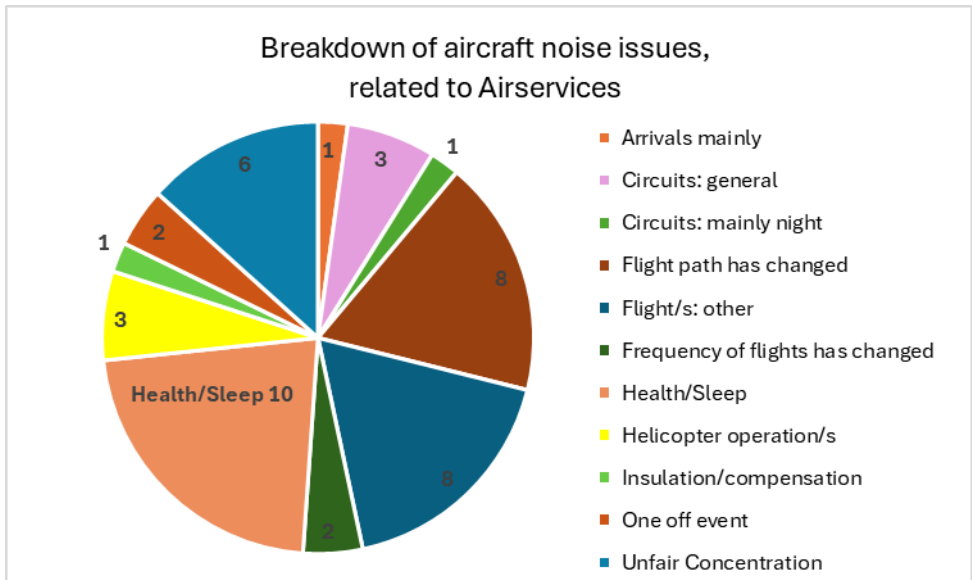


Figure 10 – Aircraft noise related issues raised in actionable complaints related to Airservices, January – March 2026.

Four issues outside of the jurisdiction of the ANO were also raised in relation to civil operations – one regarding the lack of cumulative impact assessments, one seeking government action to limit aircraft noise, one raised concerns about impacts of aircraft on land value, and one regarding regulation of sports aircraft.

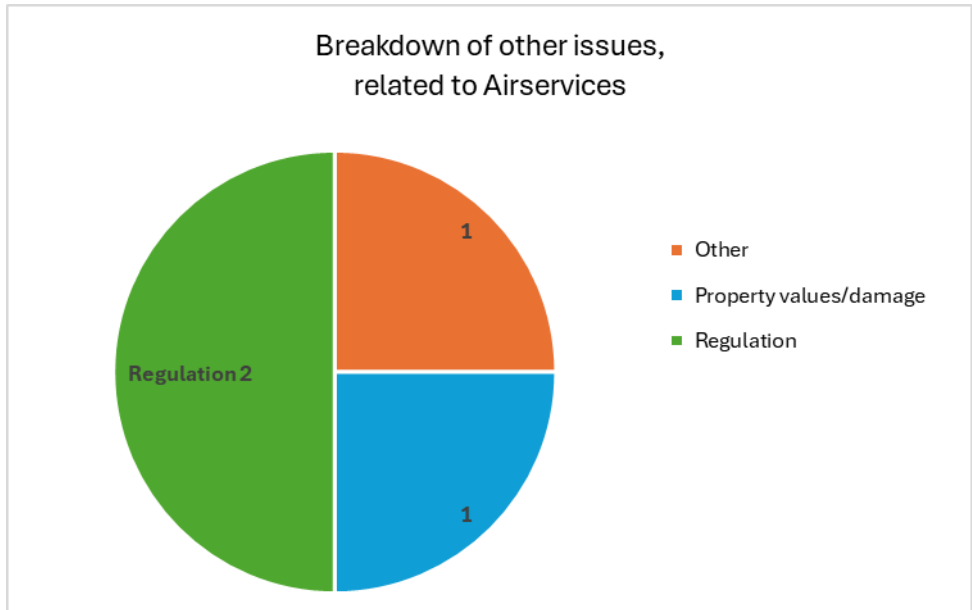


Figure 11 – Other issues raised in actionable complaints related to Airservices, January – March 2026.

2.4 Community engagement and noise information provision activities

The ANO office is invited to regularly attend airport Community Aviation Consultation Groups (CACGs) and equivalent meetings, 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 8 CACG meetings. This included a presentation to the Sunshine Coast Airport Community Aviation Forum (CAF) on the role of the ANO, as well as recent reviews and recommendations of the ANO.

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 has been monitoring and reviewing developments in this space over the past quarter and will finalise and submit a report to the Board of Airservices, 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 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. Four complaints failed this KPI this quarter, with 3 complaints failing due to the Christmas shutdown. The final complaint failed this KPI due to unplanned staff absence.

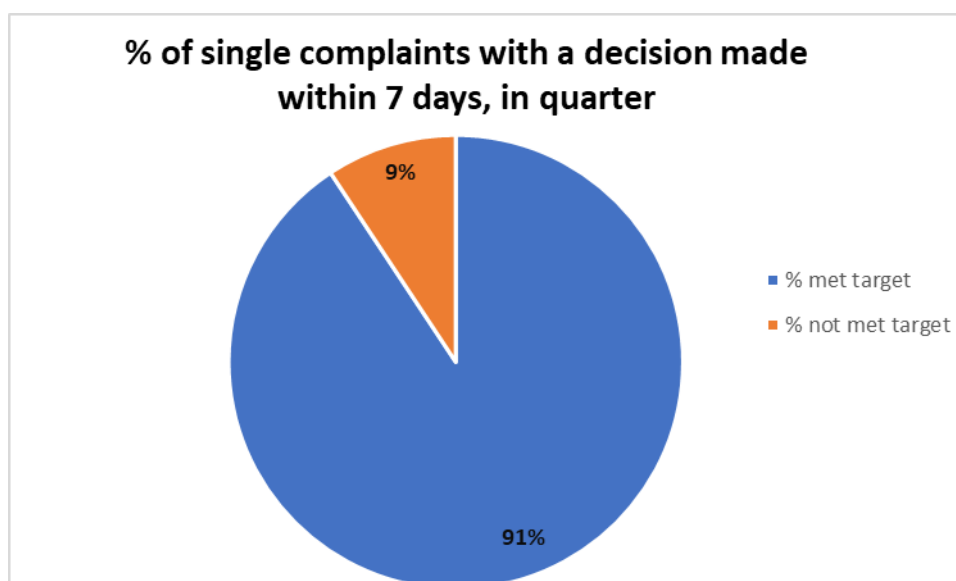


Figure 12 – % of single complaints with a decision made within 7 days, January – March 2026.

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 42 actionable complaints closed in this quarter were single complaints.

The target KPI for the finalisation of single complaints includes for 50% of complaints to be closed within a month of receipt. As shown in Figure 13 below, 39 single complaints (93%) achieved this target. A further 3 single complaints (7%) were closed within 3 months from receipt.

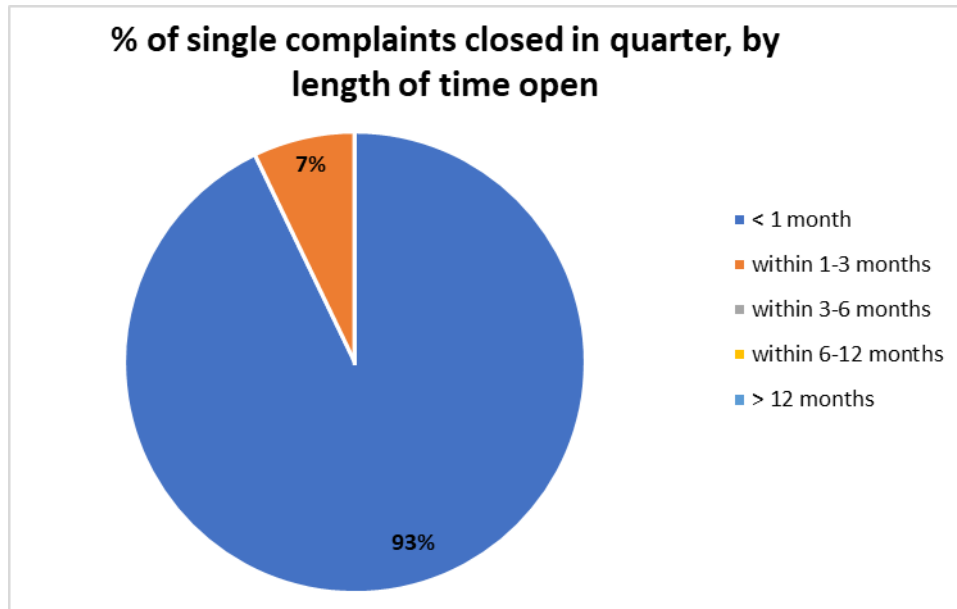


Figure 13 – % of single complaints closed in quarter, by length of time open.

Target for the finalisation of a multi-complaint review is six months. There were no multi-complaint reviews active during this quarter.

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

4 Proposed ANO independence

Following the recommendations of the 2024 [Aviation White Paper](#), the *Aviation Consumer Protection Bill Package* was introduced to Parliament on 1 April 2026. The bill includes the establishment of the Aircraft Noise Ombudsperson within the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the Department). Further information is available from the Department website [here](#).

Kieran Pehm

Aircraft Noise Ombudsman

22 April 2026

Appendix 1 Statistics for complaints received in quarter

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

AIRSERVICES - ACTIONABLE COMPLAINTS	Jan-26	Feb-26	Mar-26	Total for quarter
Complaints received	10	13	10	33
Complaints closed:	15	15	7	37

Total complaints closed - not reviewed:	12	11	7	30
Complainant did not provide further information	1	0	0	1
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	10	11	7	28

Total complaints closed - reviewed:	3	4	0	7
No change possible - explanation provided	2	4	0	6
Agency agreed to reengage with complainant	0	0	0	0
Change in processes or systems adopted by Agency	1	0	0	1
Not resolved - Action taken by Agency to encourage change by others	0	0	0	0

DEFENCE - ACTIONABLE COMPLAINTS	Jan-26	Feb-26	Mar-26	Total for quarter
Complaints received:	1	0	1	2
Complaints closed:	1	0	0	1

Total complaints closed - not reviewed:	1	0	0	1
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	1	0	0	1

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

SUMMARY OF COMPLAINTS HANDLED	Airservices	Defence	No agency assigned*	Total for quarter
Actionable complaints open at 1 January 2026 (first day of quarter):	8	0	0	8
Non-actionable complaints received:	593	0	0	593
Actionable complaints received:	33	2	4	39
Actionable complaints closed:	37	1	4	42
Actionable complaints open at 1 April 2026 (first day of next quarter):	4	1	0	5

*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 the East Melbourne Taskforce recommended that Airservices install a noise monitor in East Melbourne. This will be occurring in the second half of this year and will assist Airservices in assessing impacts on the community, as well as providing information to the community on aircraft noise in their area.</p> <p>Further action by Airservices in relation to the consideration of alternate flight paths is on hold while the current Noise Sharing and Airspace Concept Plan (NSP) process progresses. The outcome of the NSP and feedback from the East Melbourne Group (EMG) on the impact of the NSP, will determine next steps.</p>

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

Ongoing recommendations	ANO assessment of agency response
<p>Recommendation – The ANO monitor Airservices progress on the implementation of reporting of NAPS and report to the Board by 30th June 2026.</p>	<p>In progress: During this quarter, the ANO has held a number of meetings with Airservices and received information on Airservices' NAPS reporting process and progress. The ANO has requested additional information from Airservices in relation to planned changes to NAPS reporting.</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 January-March 2026. 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 (Jan-Mar 2026)
Single complaint	Acknowledgement of complaint	Within 2 business days	100%
	Decision on whether complaint is within jurisdiction	Within 7 days	91%
	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	93%
		25% within 1-3 months	7%
		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%