



# Noise Complaints Analysis Report

## 2025

# Complaints Overview

- During 2025, the Flight Evaluation Unit (FEU), were contacted 733 times from 280 individuals. These people registered a total of 9,793 total complaints and 4 other enquiries.
- Overall, the number of people contacting the FEU (with complaints and enquiries) reduced from 319 in 2024, to 280 in 2025 (a reduction of 12 %).
- Of the complaints received in 2025, these came from 276 individuals, this number has reduced from the 312 individuals in 2024 (a reduction of 12 %).
- The number of complaints received decreased from 10,324 in 2024, to 9,793 in 2025.
- There were a small number of individuals reporting a large number of complaints, with 3 individuals contributing to 94% of complaints in 2025.
- 50 % of all complaints received originated from one individual.

## Contact Methods

Stansted Airport can be contacted by phone, email, web form (direct from our WebTrak system) and letter. The % breakdown for each year can be seen in the tables below.

2025

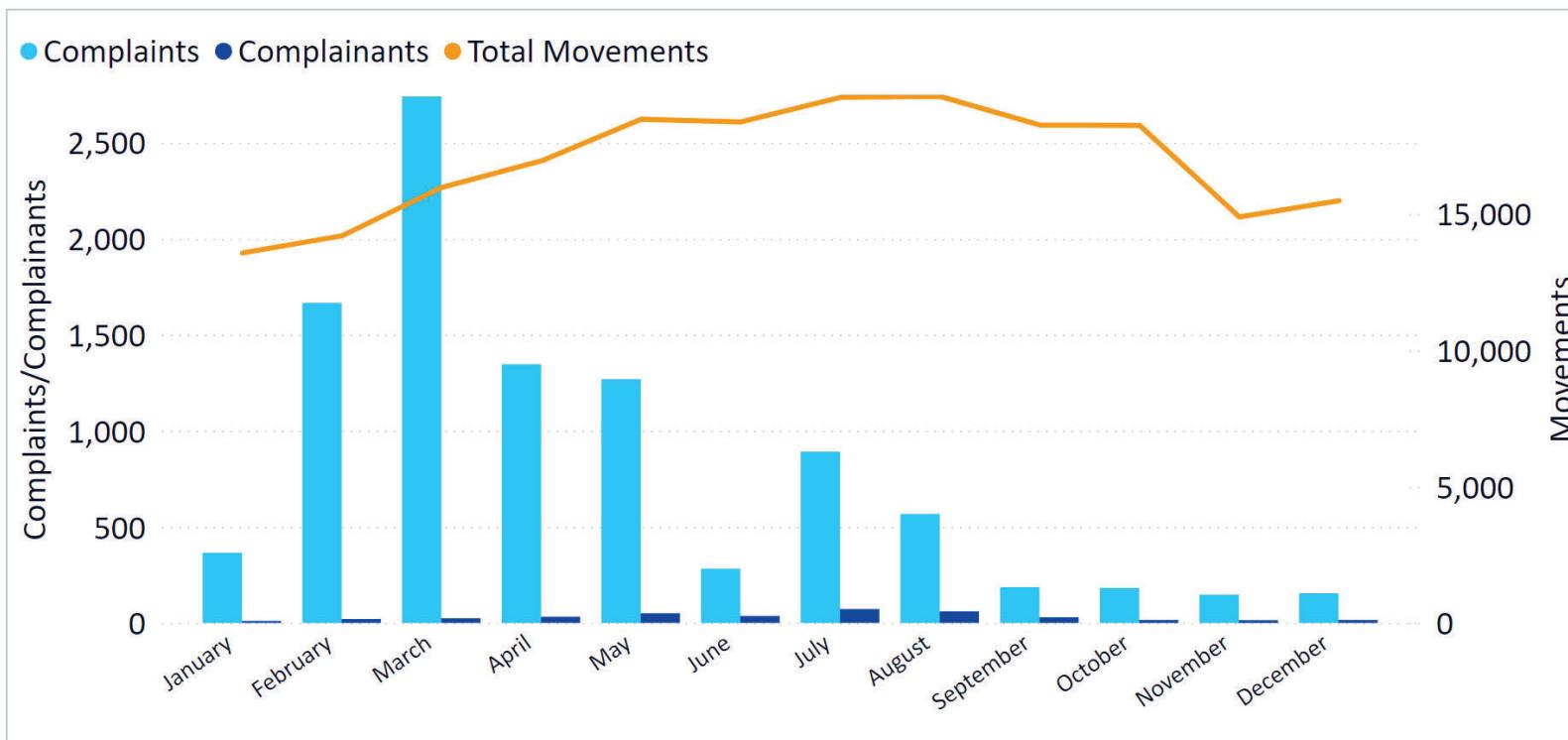
Contact Method	No. of Contacts	%
WebClient	565	77.5%
Email	131	18.0%
Answerphone Message	33	4.5%

2024

Contact Method	No. of Contacts	%
WebClient	873	76.6%
Email	234	20.5%
Answerphone Message	29	2.5%
Other	3	0.3%

# Complaints by Month 2025

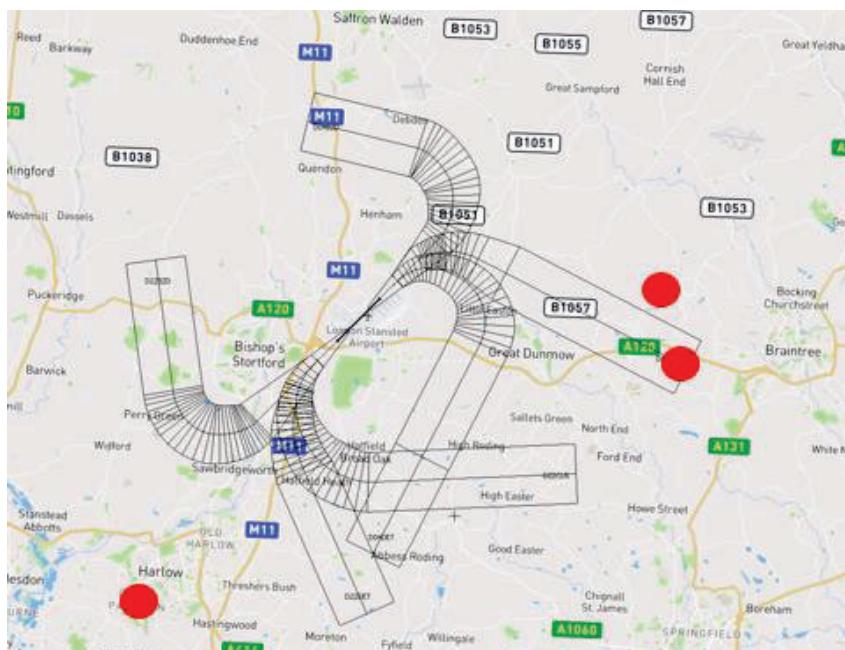
The graph below compares the number of complaints by month to the number of individuals registering those complaints. We saw an increase in operations during the summer and March saw the highest number of complaints (2,740), where 2,718 of those complaints were received from the top 3 frequent complainants.



Month	Complaints	Complainants
January	365	10
February	1,665	20
March	2,740	24
April	1,346	32
May	1,268	50
June	282	36
July	891	72
August	567	60
September	186	29
October	182	15
November	147	14
December	154	15

# Frequent Complainants

- 94% of complaints came from 3 individuals, registering 9,197 of the complaints received.
- The most frequent complainant in 2025 registered 50 % of all complaints received. This figure is compared to last year's most frequent complainant with 83 % of total complaints in 2024.
- Of those registering the most complaints in 2025, the highest complainant in Harlow is concerned about arrivals via Runway 04. The next highest complainant is located directly beneath the Runway 04 Clacton departure route in Rayne. The other most frequent complainant is situated to the north- east of the airport, in Bardfield Saling, and is affected by Runway 04 Clacton departures or Runway 22 arrivals. All three individuals are long- standing complainants.



This map shows the location of our top 3 frequent complainants

Month	Frequent Complainants*
January	1
February	1
March	3
April	2
May	1
June	1
July	1
August	1
September	1
October	2
November	2
December	1

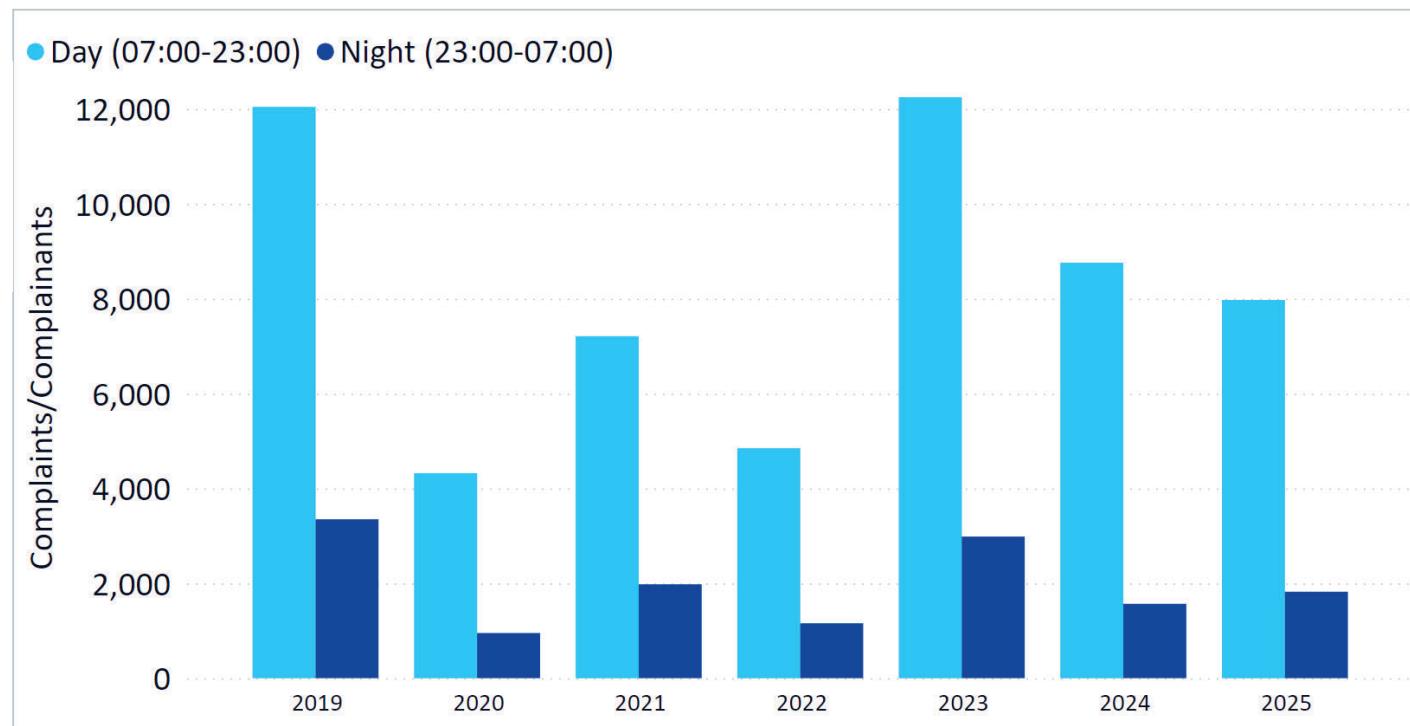
(\* ) Individuals logging over 30 complaints during one calendar month

**Year**

2025

# Complaints by Time Period

In line with previous years, the majority of complaints related to operations during the daytime (07:00 - 23:00).

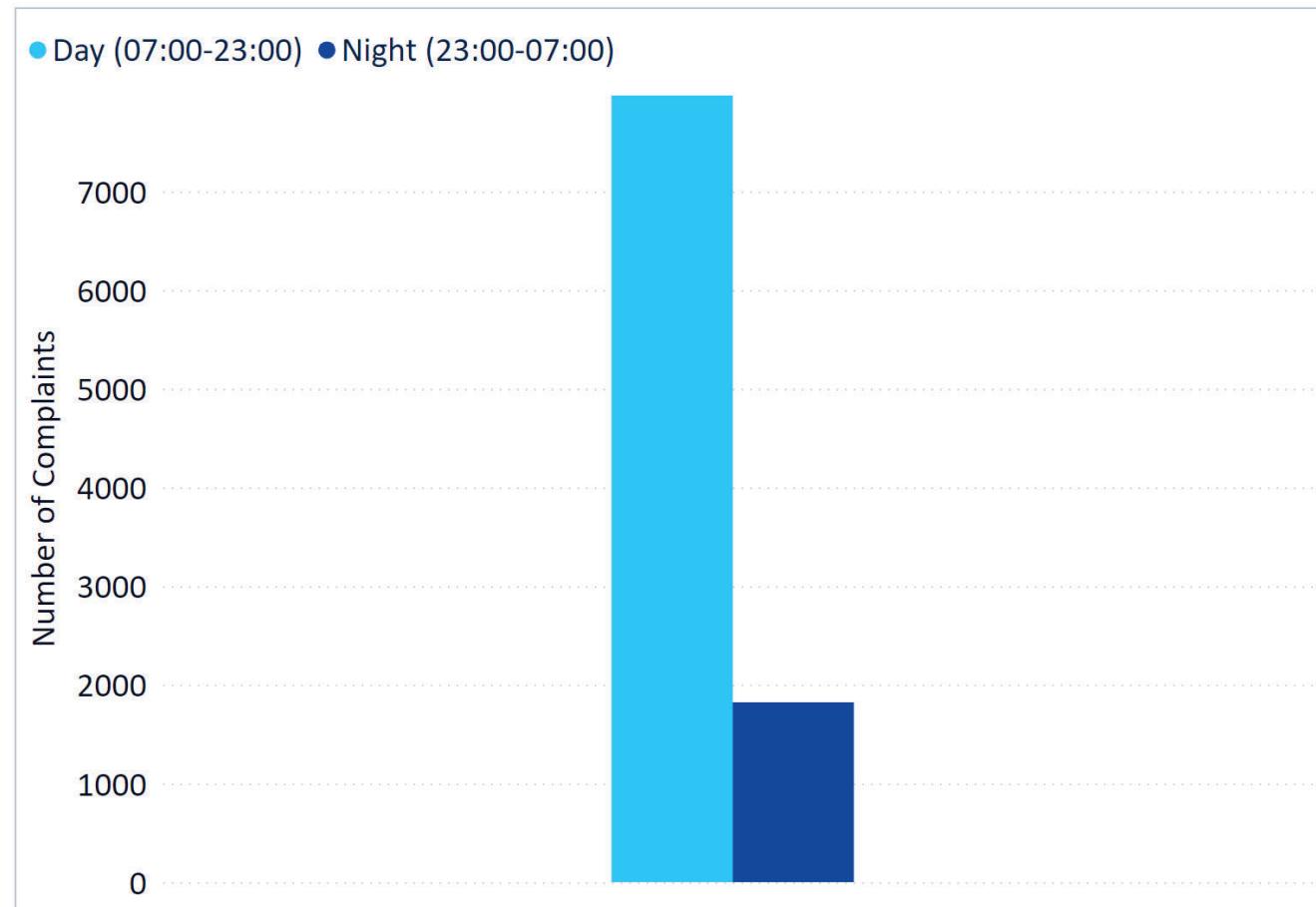


Time Period	2019	2020	2021	2022	2023	2024	2025
Day (07:00-23:00)	12,041	4,321	7,208	4,847	12,247	8,757	7,971
Night (23:00-07:00)	3,348	951	1,978	1,156	2,984	1,567	1,822
<b>Total</b>	<b>15,389</b>	<b>5,272</b>	<b>9,186</b>	<b>6,003</b>	<b>15,231</b>	<b>10,324</b>	<b>9,793</b>

# Complaints by Time Period

The table below shows the number of complaints by time period during 2025. This data shows most complaints (81 %) being recorded against Day 07:00–23:00 operations.

Day (07:00-23:00)	Day %	Night (23:00-07:00)	Night %
7971	81%	1822	19%

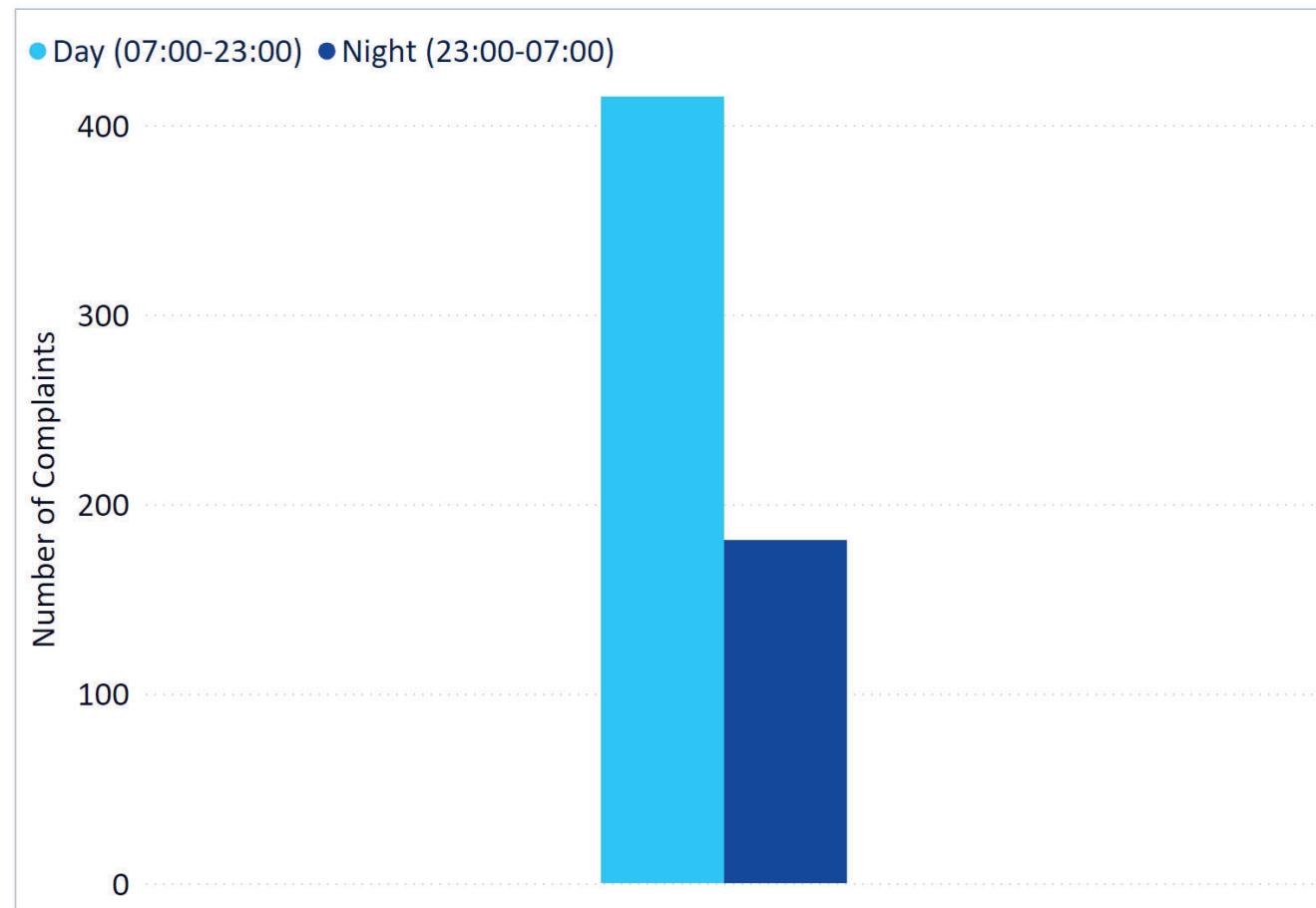


# Complaints by Time Period

(Excluding top 3 frequent complainants)

The table below shows the number of complaints by time period during 2025. This data shows most complaints (70 %) being recorded against Day 07:00–23:00 operations.

Day (07:00-23:00)	Day %	Night (23:00-07:00)	Night %
415	70%	181	30%

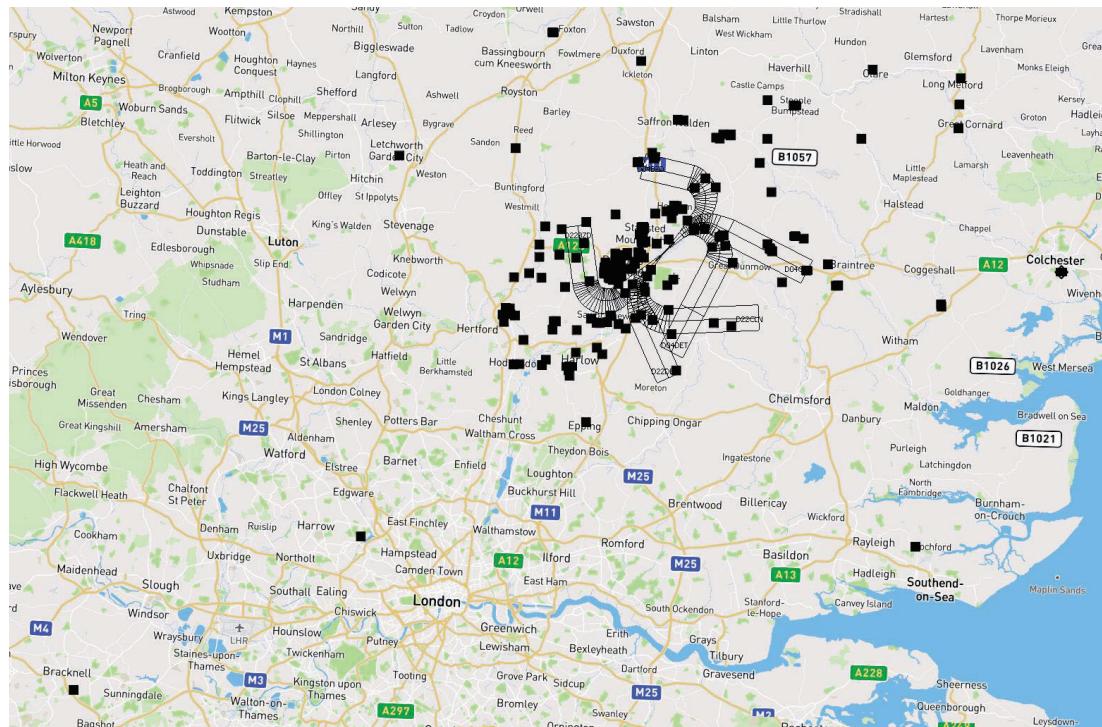


**Year**

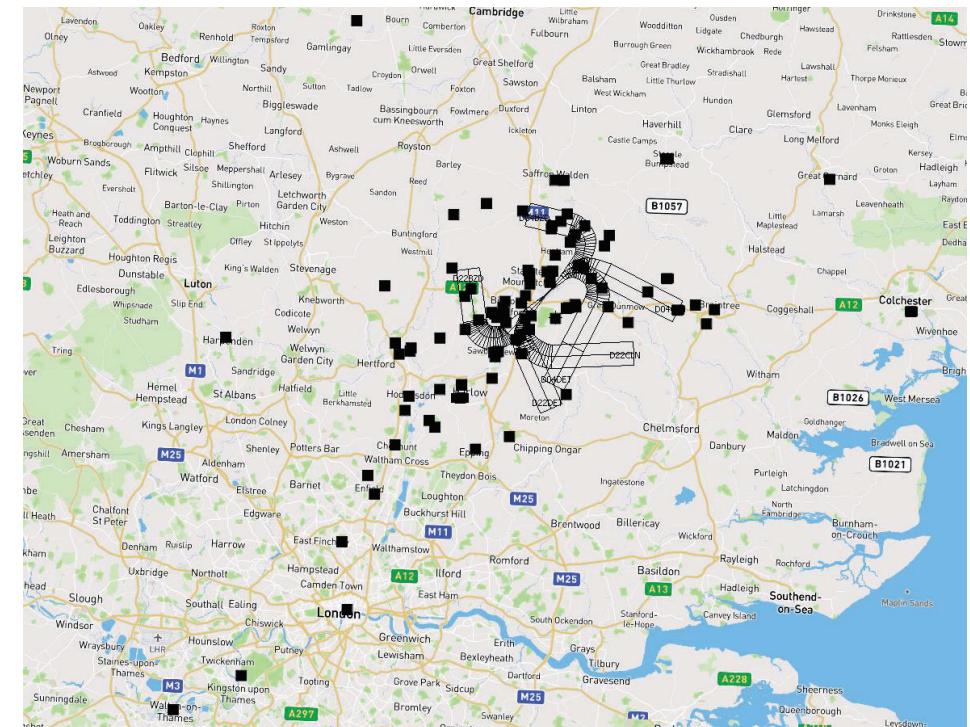
2025

# Location of Complaints by Time Period

**Location of Day complaints (07:00-23:00)**



**Location of Night complaints (07:00-23:00)**



# Runway Usage

Overall, Runway 22 (Westerly Operations) was in use 63 % of the year (the long-term average is 70%). Runway 04 (Easterly Operations) was in use 37 % of the year. By comparison, in 2024, Runway 22 was in use 71 % of the year and Runway 04 was in use 29 % of the year.

2025

● Runway 04 ● Runway 22

 0  
5,000  
10,000  
15,000

January February March April May June July August September October November December

2024

● Runway 04 ● Runway 22

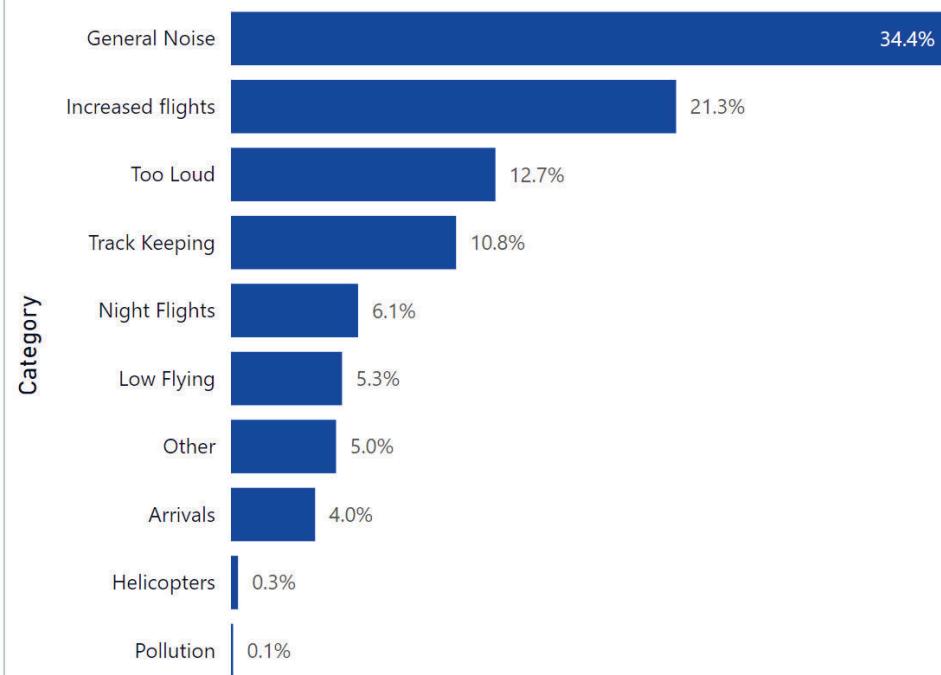
 0  
5,000  
10,000  
15,000

January February March April May June July August September October November December

# Nature of Complaints

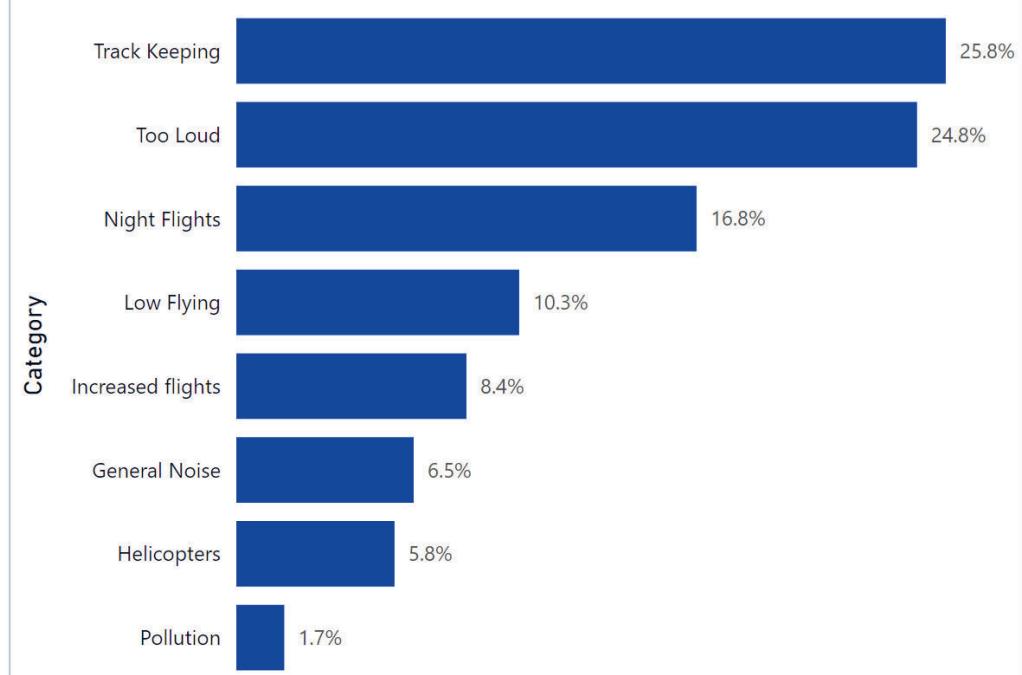
The chart below shows the concerns which have generated more than ten complaints in 2025.

## Complaint Concern by %



The chart below shows the concerns which have generated more than ten complaints in 2025. This visual excludes complaints registered from the 3 most frequent complainants.

## Complaint Concern by % (excl. frequent complainants)

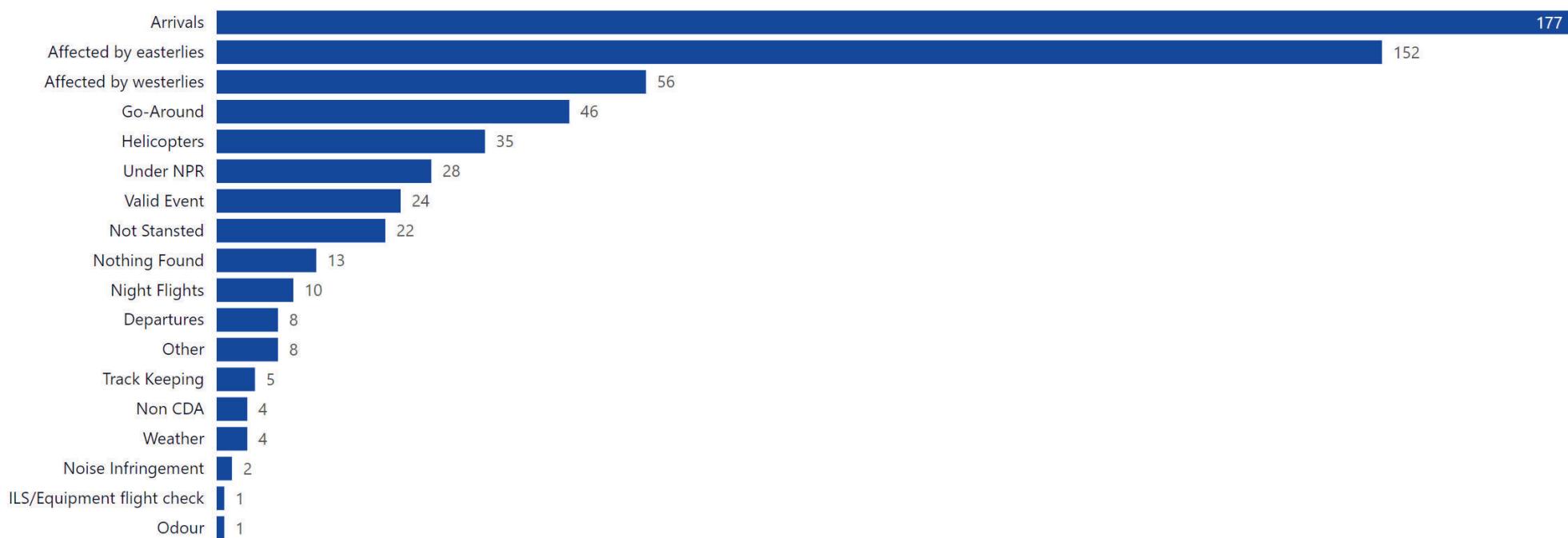


# Determined Causes

(Excluding top 3 frequent complainants)

- In 2025, there were 142 "Too Loud" concerns registered. However, only 1 of these complaints were associated with recorded departure noise infringements.
- 148 concerns were registered about "Track Keeping". However only 18 of these departures were deemed to be off track.
- 59 concerns were registered about "Low-Flying" aircraft. From these, 17 aircraft were deemed to not comply with continuous climb/ descent procedures.
- The chart below shows the determined cause of our investigations, excluding the top 3 frequent complainants.

## Determined Cause - excl. frequent complainants

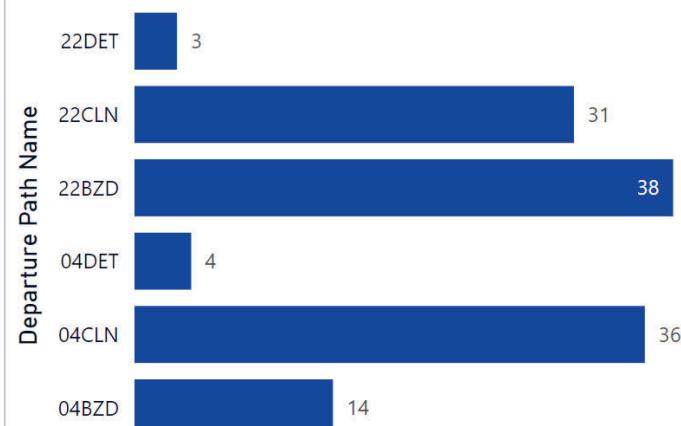


# Correlated Complaints

(Excluding top 3 frequent complainants)

- Where possible, complaints are correlated to a specific operation (either a departing or arriving aircraft) identified as causing the disturbance. This allows us to analyse which routes, by runway, generate these complaints.
- Runway 22 was in use 63 % of the year and generated 58 % of correlated complaints. Runway 04 was in use 37 % of the year and generated 42 % of correlated complaints.
- The figures below exclude the top 3 frequent complainants.

## Complaints (Departing Aircraft)



## Complaints (Arriving Aircraft)



## Complaints (Helicopters)





## Year

2025

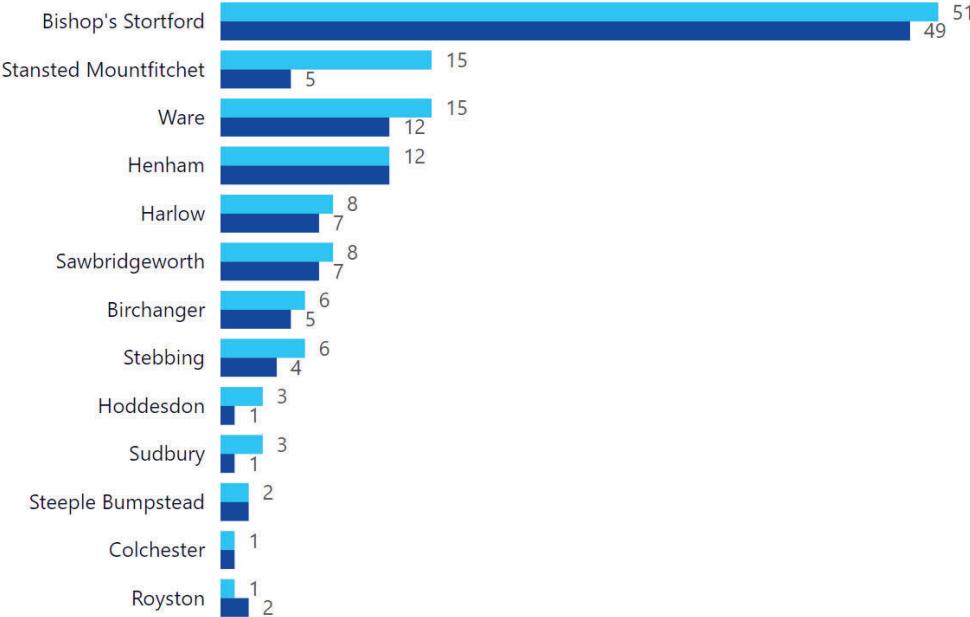
## Areas with complainants

(Excluding top 3 frequent complainants)

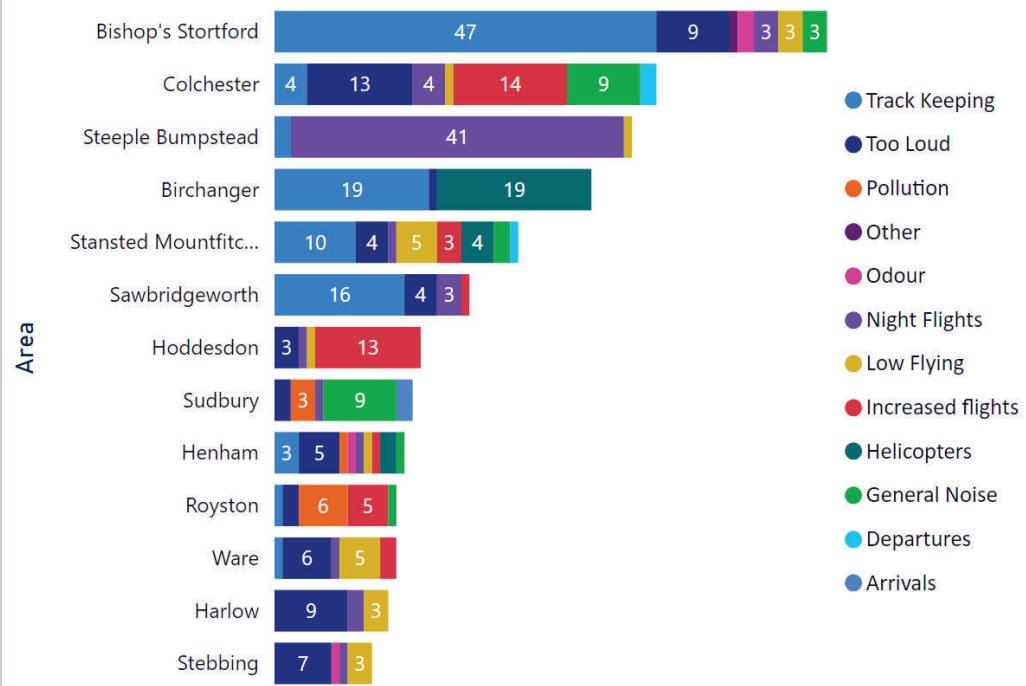
- The graphs below shows the areas with more than 10 complainants.
- The figures below exclude the top 3 frequent complainants.

## Areas with Complaints

- Current Year
- Previous Year



## Complaint Concerns (Current Year)



# Summary

- Noise complaints have decreased this year, and the number of individuals making those complaints has also decreased from last year.
- The trend towards a small number of individuals submitting large numbers of complaints has continued.
- Overall, 94% of complaints came from 3 individuals, where 91% of all complaints received were from 2 individuals.
- There were 191 new complainants in 2025. 171 of them only complained once, 14 complained twice, and 6 complained more than twice. One of the new complainants in 2025 registered 14 complaints, with another registering 9 complaints.

● Complaints & Enquiries ● Complainants & Individuals contacting FEU

