

Procedure Policy on Handling Aircraft Noise Complaints

RECEIVING COMPLAINTS

Residents with concerns or comments on aircraft activity have four (4) options to contact Dublin Airport. We accept complaints about aircraft noise through various channels.

- on [WebTrak](#)¹,
- online at [Noise Complaints Procedure | Dublin Airport](#)², or [Dublin Airport Noise Complaint Form](#)³,
- by phone at 1800 200 034,
- by letter addressed to Noise & Flight Track Monitoring Service, Energy, Environmental & Utilities Department, Asset Care Base (Landside), Dublin Airport.

We have an automated telephone answering service that has allowed integration of the service into our digital complaint management system.

In addition, a new online registration service for complaints is now available and further upgrades will be launched throughout 2024 which will enable the general public to submit multiple comments and complaints as well as streamlining the process for all parties.

FLIGHT-SPECIFIC ENQUIRIES

Our response system is designed to manage enquiries that are linked to specific aircraft movement events.

Our live stream noise monitoring and flight tracking website, [WebTrak](#), displays aircraft arriving, departing and overflying Dublin Airport. The system supports the provision of details including the flight number and height of an aircraft and facilitates linking a complaint to an aircraft flight.

Our complaint form and the voice recognition telephone answering service can also link each comment or complaint to a specific aircraft movement event.

This means that we can utilise the specific flight information and its flight track for an investigation and provide the complainant a response to the enquiry.

¹ Link: <https://webtrak.emsbk.com/dub1>

² Link: <https://www.dublinairport.com/corporate/corporate-social-responsibility/noise/complaints-procedure>

³ Link: <https://viewpoint-app.emsbk.com/dub10/login>

OUR RESPONSE

Our goal is to respond to all enquiries and comments monthly by email. We can only respond if the lodged submission has:

- Asked a relevant question, or
- Raised a noise issue which we can reasonably respond to, and
- Provided email contact information, including for telephone messages.

We cannot respond to comments on aircraft not operating in or out of Dublin Airport.

PROVISION OF INFORMATION

Our goal is to offer a complete and all-inclusive information service where relevant and possible. Throughout 2024 we will be expanding our capabilities regarding the reporting and presentation of information relating to aircraft movements, flight tracks and noise monitoring.

In responding to complaints, we shall supply as much relevant information as possible, considering the degree to which such information will aid in improving understanding and addressing concerns.

If a complaint enquiry is linked a specific flight, we will investigate the details of the operation with respect to track keeping, environmental noise corridors and other noise abatement procedures. In some cases, we may request further information from AirNav Ireland or the Chief Pilot or Flight Operations Manager of the relevant airline. Such information would be included in our written response to the complainant.

COMPLAINT REFERENCE NUMBERS

All enquiries are assigned a complaint reference number and an email will be sent acknowledging receipt of the complaint where possible.

Separate submissions are required for individual aircraft events. When multiple aircraft events are reported in one complaint, only one complaint reference number will be logged.

FREQUENT ENQUIRERS

On any one issue, just one enquiry submission on any of the contact channels is needed to have the complaint considered.

The submission of more than 15 enquiries from an individual, household or Eircode within a month may not receive individual correspondence for each submission. A single correspondence covering the totality of submissions made in one month may be provided.

If we receive multiple complaints about a matter already open for response or if we have previously supplied detailed information regarding policies and noise mitigation measures, we may reach a point where the repeated provision of the same data would not enhance understanding. We will continue to record an individual's enquires, but we may not provide further explanation or information unless a new issue is raised, and we have relevant information.

Where this is the case, we will inform the individual of the situation and explain the reasons why. Once we have done so, and have provided all relevant information, we may decline to continue to respond on the same issue.

In situations where we have an unmanageable number for total submissions, we may need to aggregate our responses over multiple months.

VISITS

If we believe that we have provided all of the information that we can with respect to a line of enquiry and the individual remains unsatisfied with our response, an invitation may be extended to visit the airport to engage with relevant teams to gain a deeper insight into specific concerns.

USE OF DATA

To manage complaints and enquiries relating to noise, we do need to process some personal data. We may use aggregated data to inform our priorities for noise management purposes.

We fully respect the right to privacy and undertake to only collect data as required to deliver the service, with clear permission and consent. All enquiries received will be documented and maintained in accordance with our General Data Protection Regulation (GDPR) policy. Please see our [Noise Complaints Privacy Policy](#).

ABUSIVE COMPLAINTS

Dublin Airport will not respond to any complaints made that are abusive or threatening. Where it is seen as necessary, complaints of this nature will be handed over to An Garda Síochána for their investigation.

USEFUL CONTACT NUMBERS AND FURTHER INFORMATION

Information relating to Irish airspace can be found at www.airnav.ie
Information relating to the regulation of aircraft noise can be found at www.fingal.ie/aircraftnoiseca