

# Gatwick Area Conservation Campaign

# GACC

Campaigning for a better environment  
for the whole area around Gatwick

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## How to reduce complaints about aircraft noise

After the success of its campaign against a second runway, GACC is returning to its basic task of alleviating the impact of the airport on local residents. As a first step they are weighing in against the new complaints system introduced by Gatwick Airport Ltd, describing it as ‘a clever way to discourage complaints’.

According to GACC vice-chairman, Peter Barclay, ‘when Gatwick introduced new flight paths in 2013 the result was a six-fold increase in the number of complaints. To deal with this the airport dreamt up a wonderful idea: no one was permitted to complain more than once a day! Or if they did, their complaints were put in the bin. Now Gatwick has invented a new way of reducing complaints.’

Under the new system there is no longer a limit on the number per day but anyone who is annoyed by an aircraft is required to complain online, filling up a detailed form (with ten lines of required information) for each separate complaint. Telephone calls are no longer accepted (the chance of being able to speak to a real person was withdrawn long ago). Emails are no longer accepted. But as a helpful gesture people are allowed to write in, so each complaint will cost 55p in postage.

Peter asks: ‘Why is Gatwick so unhelpful? Both Heathrow and Stansted airports have complaint systems which allow telephone calls and email.’

Recent research shows that 5.9 million people in the UK have never used the internet. 27% of disabled adults have never used the internet.<sup>1</sup>

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<sup>1</sup> <https://21stcenturychallenges.org/what-is-the-digital-divide/>

*GACC, founded in 1968, has as paid-up members over 60 councils and over 40 community groups. We have built a reputation for sound judgement and reliable information and thus have the support of all local Members of Parliament.*