

Newcastle Marine Pilot Transfer By Helicopter – Complaints Register

2023

Date	Description	By	Action	Status	Outcome
November	<i>No complaints registered</i>				
October	<i>No complaints registered</i>				
September	<i>No complaints registered</i>				
August	<i>No complaints registered</i>				
July	<i>No complaints registered</i>				
June	<i>No complaints registered</i>				
May	<i>No complaints registered</i>				
April	<i>No complaints registered</i>				
March	<i>No complaints registered</i>				
February	<i>No complaints registered</i>				
January	Complaint about flight path taken on 3 January.	Resident	Port Authority responded to complainant.	Closed	Port Authority reviewed flight path data and confirmed that path taken aligns with conditions of development consent.
	Complaint about flight path taken on Saturday 14 January	Resident	Port Authority responded to complainant.	Closed	Port Authority reviewed flight path data and confirmed that path taken aligns with conditions of development consent.

2022

Date	Description	By	Action	Status	Outcome
December	No complaints registered				
November	No complaints registered				
October	No complaints registered				
September	Noise complaint on 21 September	Resident	Port Authority responded to complainant.	Closed	Port Authority committed to sharing results of noise monitoring.
	Noise and flight path complaint made on 12 September as a follow up to 30 August opinion shared with Port of Newcastle	Resident	Port Authority responded providing documentation of flight path data.	Closed	Resident feedback regarding flight path was determined to be inaccurate. Port Authority committed to sharing results of noise monitoring.
	Noise complaint on 9 September	Resident via Local Member	Port Authority responded to complainant.	Closed	Port Authority committed to sharing results of noise monitoring.
August	Opinion shared with Port of Newcastle on 30 August regarding location of helicopter base at Dyke Point	Resident	Port of Newcastle responded.	Closed	
July	No complaints registered				
June	General noise complaint on 29 June	Resident	Port Authority responded providing documentation illustrating results from noise assessment and invited resident to participate in Community Consultative Committee.	Closed	Port Authority shared documentary evidence. Resident declined to be a Community Consultative Committee member.
May	No complaints registered				
April	No complaints registered				