

**Civil Aviation Authority**  
Finance and Corporate Services  
Information Management

18 June 2010  
FOIA reference: F0001003

Dear XXXX

I am writing in respect of your recent application of 4 June 2010, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

Please could you provide the following information:

- 1. All aircraft noise complaints made to you from individuals in Norfolk between 2004-2010, year on year.*
- 2. Breakdown of the aircraft noise complaints where the noise source is believed to be a plane destined or departing from Norwich International Airport for the same time period.*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000, we are pleased to be able to provide the information below.

- 1). The CAA has searched its Database and the following search criteria was used to obtain the information requested.

The database was searched using "NR\*" (First two letters of Post code), "Norwich", and "Norfolk". The database does not record entries by county; only address information that is provided (normally the postcode), so there may be entries from Norfolk that are not included in these figures.

Any entries flagged due to the NR (Near) search such as "Nr Newton Abbot, Devon" have been removed, as there were none in Norfolk.

The highlighted records refer to Norwich airport which will answer the second part of your enquiry. 2 complaints about aircraft related to Norwich Airport.

CallID	ReceivedByDate	OccurrenceDate	Postcode_Area	Enquiry
8432	01/11/2005	24/10/2005	NR13 6RS	Complaint about helicopter noise resulting from instr
11301	10/04/2007	08/04/2007	NR17 1LS	Noisy Drone Noise
12255	04/09/2007	26/08/2007	NR12 7LS	Noise from overflying helicopters from NWI
12809	08/01/2008	06/01/2008	NR16 1NB	Not flying advised routes and noise nuisance
13096	20/03/2008	20/03/2008	NR12 8YT	Supersonic bang heard
13703	27/05/2008	27/05/2008	NR13 5HZ	Noise nuisance from Norwich Airport Helicopters
15228	08/09/2008	29/08/2008	NR28 0JG	Overflying Noisy Helicopters

**Civil Aviation Authority**

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR [www.caa.co.uk](http://www.caa.co.uk)  
Telephone 01293 768512 rick.chatfield@caa.co.uk

15406	01/10/2008	30/09/2008	NR30 1TD	Noisy helis that are very low at North Denes
15509	23/10/2008	30/09/2008	NR30 5HL	Low noisy helis into North Denes
17084	04/11/2009	03/11/2009	NR15 1XN	Noisy low flying aircraft over small free range egg fa

So, by year:

2004 - 0  
 2005 - 1  
 2006 - 0  
 2007 - 2  
 2008 - 6  
 2009 - 1  
 2010 - 0

If you are not satisfied with how we have dealt with your request in the first instance you may approach the Freedom of Information Case Manager in writing at:-

Rick Chatfield  
 FOIA & EIR Case Manager  
 Civil Aviation Authority  
 Aviation House  
 Gatwick Airport South  
 West Sussex  
 RH6 0YR  
[rick.chatfield@caa.co.uk](mailto:rick.chatfield@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
 FOI/EIR Complaints Resolution  
 Wycliffe House  
 Water Lane  
 Wilmslow  
 Cheshire  
 SK9 5AF  
[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield  
 FOIA & EIR Case Manager

## **CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.