



HOW TO COMPLAIN ABOUT AIRCRAFT NOISE

See also SSE leaflet “Concerned about aircraft noise?” at

http://stopstanstedexpansion.com/documents/SSE_Concerned_About_Aircraft_Noise_Leaflet2.pdf

Please avoid “complaints fatigue”

- Firstly to the Airport via the SSE website at http://stopstanstedexpansion.com/noise_complaint_form.asp
This is very important as it gets logged by the airport and SSE receives a copy which enables us to follow up where needed and helps in compiling evidence on noise impacts.
- **Phone** the airport noise complaints number 0800 243 788 (answerphone service)
- **Write to The Airport**
Noise Communications Team
Stansted Airport
Enterprise House
Stansted Airport
Essex CM24 1QW
Or email your letter to stanstednoiseline@stanstedairport.com
- **Write to NATS**
4000 Parkway
Whiteley
Fareham
Hants. PO15 7FL
Or email your letter to public.enquiries@nats.co.uk
- **Write to CAA**
Civil Aviation Authority
45-59 Kingsway
London
WC2B 6TE
Or email your letter to complaints@caa.co.uk
- **Write to Department for Transport (DfT)**
Aviation Noise Policy
Aviation Environmental Division
Department of Transport
Great Minister House
76 Marsham Street
London SW1P 4DR
Or email your letter to aed@dft.gsi.gov.uk
- **STACC**
Additionally the Stansted Airport Consultative Committee has local community representation and you can contact this committee through its Secretary Frank Evans via fefamily@blueyonder.co.uk
- **Your local MP**
- **Involve your local district/county council**