

Registration of Aviation Related Complaints (from 1 January 2020)

DATE	NATURE OF COMPLAINT (EG. NOISE, LOW FLYING, ETC)	COUNCIL COMMENT
13/3/20	Increase in pilot training activity. Noise from repetitive, low level circuit training. Circuits conducted at altitudes below 1000ft.	Customer reported directly to Airservices Australia. Council registered in Aviation Related complaints register and referred complaint to CASA in relation to low-flying, to investigate as they deem necessary. Customer was advised to also lodge complaint directly with CASA regarding low-flying aircraft.
15/3/20	Recent surge in low flying, noisy aircraft from the pilot training school. Aircraft flying below 1000ft.	Customer reported directly to CASA. Council registered in Aviation Related complaints register and also referred to complaint to CASA in relation to low-flying, to investigate as they deem necessary. Customer was advised to also lodge complaint regarding aircraft noise directly with Airservices as they will not accept complaints via a third party (ie Council).
1/4/20	Aircraft noise from pilot training circuits. Concern that pilot training is being undertaken during COVID-19 and should be stopped as it is non essential and adding additional stress and mental health issues to residents during self isolation.	Registered the complaint in KSC Aviation Complaints Register. Customer was advised to also lodge complaint regarding aircraft noise directly with Airservices as they will not accept complaints via a third party (ie Council). Also concerns relating to breaches of coronavirus laws should be referred to crime stoppers. AirServices Australia advised the following: <i>At this time, flight schools are permitted to operate. Only businesses listed by the Federal Government as non-essential have restrictions placed on them: https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/restrictions-on-non-essential-services.</i> <i>All other services are able to continue operations. We understand circuit-training activities are causing you distress, however this is one of the services permitted to continue operating. Flight training provides employment and therefore helps bolster the economy in these troubled times.</i>

2/4/20	Complaint (ongoing) regarding continual noise from AIAC's low flying aircraft in conducting repetitive circuit training, particularly on 1/4/20 and 2/4/20.	Council registered in Aviation Related complaints register and also referred to complaint to CASA in relation to low-flying, to investigate as they deem necessary. Customer reported directly to AirServices Australia regarding aircraft noise.
15/4/20	Aircraft noise from pilot training and concerns with pilot training operations with no social distancing	Registered the complaint in the KSC Aviation Complaints Register. Customer was advised to also lodge complaint regarding aircraft noise directly with Airservices as they will not accept complaints via a third party (ie Council). Also concerns relating to breaches of coronavirus laws should be referred to crime stoppers. AirServices Australia advised the following: <i>At this time, flight schools are permitted to operate. Only businesses listed by the Federal Government as non-essential have restrictions placed on them:</i> https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/restrictions-on-non-essential-services . <i>All other services are able to continue operations. We understand circuit-training activities are causing you distress, however this is one of the services permitted to continue operating. Flight training provides employment and therefore helps bolster the economy in these troubled times.</i>
16/4/20	Aircraft noise from pilot training - 5 days a week, intervals of 3 minutes. Concerned that pilot training is are still operating during the COVID19 restrictions	Registered the complaint in the KSC Aviation Complaints Register. Customer was advised to also lodge complaint regarding aircraft noise directly with Airservices as they will not accept complaints via a third party (ie Council). Also concerns relating to breaches of coronavirus laws should be referred to crime stoppers. AirServices Australia advised the following: <i>At this time, flight schools are permitted to operate. Only businesses listed by the Federal Government as non-essential have restrictions placed on them:</i> https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/restrictions-on-non-essential-services . <i>All other services are able to continue operations. We understand circuit-training activities are causing you distress, however this is one of the services permitted to continue operating. Flight training provides employment and therefore helps bolster the economy in these troubled times.</i>

16/4/20	Aircraft noise from pilot training	Registered the complaint in the KSC Aviation Complaints Register. Customer was advised to also lodge complaint regarding aircraft noise directly with Airservices as they will not accept complaints via a third party (ie Council).
24/4/20	Pilot training aircraft flying over his home all day everyday – querying why is council allowing this to happen from councils airport. Concerned they are not complying with COVID19 restrictions	Registered the complaint in the KSC Aviation Complaints Register. Investigated aircraft movement records and identified that pilot training has only done a small amount of movements that week on Thursday (6 touch and goes) and Friday. They did not fly on Mon-Wed at all – advised customer of this. Explained they are allowed to fly in accordance with FNA. Customer was advised to also lodge complaint regarding aircraft noise directly with Airservices as they will not accept complaints via a third party (ie Council). Also concerns relating to breaches of coronavirus laws should be referred to crime stoppers. AirServices Australia advised the following: <i>At this time, flight schools are permitted to operate. Only businesses listed by the Federal Government as non-essential have restrictions placed on them: https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/restrictions-on-non-essential-services.</i> <i>All other services are able to continue operations. We understand circuit-training activities are causing you distress, however this is one of the services permitted to continue operating. Flight training provides employment and therefore helps bolster the economy in these troubled times.</i>
29/05/20	Nil Complaints Received	
30/06/20	Nil Complaints Received	
31/07/20	Nil Complaints Received	
31/08/20	Nil Complaints Received	
30/09/20	Nil Complaints Received	
30/10/20	Nil Complaints Received	
27/11/20	Nil Complaints Received	

31/12/20	Nil Complaints Received	
29/01/21	Nil Complaints Received	
26/02/21	Nil Complaints Received	
31/03/21	Nil Complaints Received	
30/04/21	Nil Complaints Received	
31/05/21	Nil Complaints Received	
30/06/21	Nil Complaints Received	
04/07/21	Flying School Noise Related Activities	Registered complaint in the KSC Complaints Register. Investigated aircraft movements over the weekend of 3 & 4 July 2021 and identified an approved Sky diving event was held at Kempsey Airport. No pilot training schools were active in accordance with the FNA. Air Ambulance and GA operations were also evident over the course of this weekend. Advised customer to contact Air Services Australia if they wish.
31/08/21	Nil Complaints Received	
30/09/21	Nil Complaints received	
29/10/21	Nil Complaints Received	.
30/11/21	Nil Complaints Received	
24/12/21	Nil Complaints Received	

31/01/22	Nil Complaints Received	
28/02/22	Complainant requested information on aircraft noise certificates.	Referred to the Airservices aircraft noise assessment team with nothing further to report.
31/03/22	Nil Complaints Received	
29/04/22	Nil Complaints Received	
31/04/22	Nil Complaints Received	
31/05/22	Nil Complaints Received	
30/06/22	Nil Complaints Received	
31/07/22	Nil Complaints Received	
31/08/22	Nil Complaints Received	
29/09/22	Nil Complaints Received	
31/10/22	Nil Complaints Received	
30/11/22	Nil Complaints Received	
22/12/22	Nil Complaints Received	
31/01/23	Nil Complaints Received	

29/02/23	Nil Complaints Received	
29/03/23	Nil Complaints Received	
20/04/23	<p>Complaint received regarding low flying aircraft.</p> <p>Dear Mr. Mayor, As the council is the owner and responsible for Kempsey Airport. I would like to make an official complaint regarding visiting AIAC aircraft. I attach a screenshot of one of the offending aircraft buzzing my property at 50 foot. This is totally against any safety regulations. The incident frightened my family and left us deeply traumatised. Please enforce the safety regulations of visiting aircraft to Kempsey airport. For your information AIAC aircraft often perform circuits around the airport and fly over the strip at low levels but avoid actually touching down, thus avoiding landing fees. Please advise of What action is taken before there is an accident.</p>	<p>Registered complaint in the KSC Complaints Register. Investigations of the flight data indicates that there were anomalies with the activity of the aircraft on approach to the airport. A meeting will be arranged with the Aircraft owner to discuss the Fly Neighbourly Agreement and to remind them of Kempsey Shire Council's commitment to mitigating the impact of noise at Kempsey Airport.</p>

31/05/2023	Nil Complaints Received	
06/06/23	<p>Complaint received regarding low flying aircraft.</p> <p>This is an official complaint regarding this flight by AIAC operated aircraft. This aircraft has breached the ERSA and FNA at Kempsey Airport. This aircraft was NOT on approach to land and completed a circuit under 1000ft over residential properties.</p>	<p>Registered complaint in the KSC Complaints Register. Investigations of the flight data indicates that there were anomalies with the activity within the circuit area of the airport. The data indicates that the aircraft was flying below the required height whilst flying in a circuit. The aircraft owner will be contacted and reminded about the requirements of this CASA regulation.</p>
18/07/2023	<p>Complaint received regarding AIAC planes circulating for a couple of hours within the vicinity of Kempsey Airport.</p>	<p>A resident has requested that this type of movement has been documented as per the 2019 complaints register from the council meeting 25 June 2019.</p>