

# Procedure for responding to persistent complainants

## Approach

The objective of this paper is to describe the complaint procedure for complainants who make multiple complaints about airport activity.

Manchester Airport is committed to maintaining excellent Customer Service reflected in our Corporate Values. We understand that Manchester Airport can sometimes be a noisy and disruptive neighbour and unintentionally our operations can cause concern or disturbance. We take all complaints seriously and are committed to recording and reporting all complaints in a transparent manner to our Consultative Committee through the year and openly to the community in our Annual Report. Many complaints are the result of a lack of understanding of our operations and the effects that weather can have. Over the years we have developed an extensive range of materials that explain our operations in printed and soft format that allow people to access information at any time and allay many concerns and fears.

### 'Persistent' complainants

Persistent complainants record multiple complaints about operations that after investigation are found not to be unusual.

### Responsibility for Complaint Handling

The Community Relations Team handles all complaints relating to the effect of Manchester Airport on surrounding communities.

The primary point of contact is the Community Advisor; reporting to the Community Relations Manager. The Community Relations Manager has overall responsibility to ensure:

- complaints are investigated and responded to in a courteous and informative manner.
- That 95% of all complaints are responded to in less than five working days.

Occasionally, complainants tell us that they just want their complaint recorded and do not want or need a formal reply and in this case we comply with their wishes.

### General complaints

In recent years the number of complaints and complainants has declined and we believe this to be as a result of quieter aircraft and better communications. The table below shows the number of complaints over the previous 6 years.

	2014/15	2015/16	2016/17	2017/18	2018/19
Complaints responded to in five working days or less	100%	100%	100%	100%	100%
Complaints	860	678	1251	632	661
Complainants	329	359	398	318	361
Complaints per complainant	2.6	1.9	3.1	2.0	1.8
Number of movements per complaint	199	258	157	331	303
Number of movements per complainant	519	486	491	636	555

Complaints usually relate to:

- A noisy departure/arrival.
- An unusual aircraft type.
- A change to easterly operations.
- One or more Non-Standard Departures.
- One or more non-Instrument Landing System approaches.

All complaints will require an investigation and to be recorded regardless of their veracity. Responses will:

- Be made in the same medium as they have been reported.
- Include references to web pages that provide further information.
- May include a track plot and/or a hard/soft copy of a Data Sheet.

## Procedure for responding to 'persistent' complainants

Complainants that register more than ten complaints (four times the average of complaints per) are drawn to the attention of the Community Relations Manager who will seek to ensure that:

- The complaint investigation has been thorough
- The operations of Manchester Airport have been explained in a clear and simple manner.
- That the complainant has been provided relevant Data Sheets and/or been referred to our website/iBook.
- Responses have been made to questions raised.
- Operating procedures have not changed over time based on provision of MANTIS track plots for 5, 10 or 15 years

Next steps

1. Community Relations Manager to telephone the complainant and/or
2. Arrange a face-to-face meeting at
  - A programmed Outreach date –as local to the complainant as possible.
  - A library close to the complainant
  - An arranged meeting at Manchester Airport.

*Note* - Home visits are not permitted (due to personnel security considerations) except in exceptional circumstances.

On the rare occasions where there is concern for the mental health of the complainant (Signs of anxiety, paranoia or report/threaten self-harm). This will always be brought to the immediate attention of the Community Relations Manager. An assessment will then be made as to whether the matter may be reported to appropriate Social Services/Police section for action.

## Swearing, abuse or otherwise disrespectful language to M.A.G personnel

Should these circumstances occur

- The complainant will be warned that such behaviour is not tolerated
- In person/on telephone -Complainant given one warning and then the dialogue terminated
- By letter/e-mail/web -Complainant advised that future communications may be ignored

Threats made to M.A.G personnel/property or service partner infrastructure

- Will be brought to the immediate attention of the Community Relations Manager/Advisor
- Assessment made on the seriousness/resolve of the complainant and if deemed real will be handed to Greater Manchester Police for further action

## 'Entrenchment' of the complainant

On occasion the approaches shown above may not be effective. In this case the Community Relations Manager will consider a range of options:

- Discussion with the Manchester Airport Consultative Committee representative or Environmental Health Officer for the area to understand local issues and advise of the issues being raised.
- If appropriate discuss with the local Parish Ward or Borough Councillor

If the above approaches are unsuccessful in bringing the matter to a reasonable conclusion the Community Relations Manager may decide to record all complaints but to acknowledge complaints only with no investigation of each incident.