

## Noise Complaints

Aircraft movements throughout the South West are not co-ordinated by a control tower. Aircraft can arrive and depart Bunbury Airport at any time 24/7 and do not require prior approval from the City of Bunbury. Airservices Australia has designated airspace within the South West region as Class G which means there are no designated flightpaths and pilots are free to choose the most direct route to their destination.

The City of Bunbury has a responsibility for aircraft whilst on the ground and has no control of flight paths or aircraft once they become airborne. The City has established a Fly Friendly Agreement which is a voluntary code of conduct for pilots, and recognises that whilst it is impossible to stop aircraft noise emanating from the airport, there are opportunities to reduce the effect of aircraft noise on the surrounding communities. The Fly Friendly Agreement is available from the City's website [www.bunbury.wa.gov.au](http://www.bunbury.wa.gov.au)

Airservices Australia manages enquiries and complaints regarding aircraft noise through the Noise Complaints and Information Service (NCIS).

If you would like to make a complaint, you should first contact Airservices by:

- Using WebTrak or the online form available at **[airservicesaustralia.com](http://airservicesaustralia.com)**
- Telephoning 1800 802 584 (freecall)
- Writing to: Noise Complaints and Information Services, PO Box 211, Mascot NSW 1460

For more information visit: **[airservicesaustralia.com](http://airservicesaustralia.com)**

If you feel your issue has not been effectively addressed, or you believe you have not been provided with adequate information, you may lodge a complaint with the Aircraft Noise Ombudsman.

Website: **[ano.gov.au](http://ano.gov.au)**

Email: [ano@ano.gov.au](mailto:ano@ano.gov.au)

Phone: 1800 266 040

Post: GPO Box 1985, Canberra ACT 2601