



Airservices is Australia's air navigation service provider - we provide air traffic control, aviation rescue and fire fighting and air navigation services.

## Making a complaint

### Noise Complaints and Information Service (NCIS)

Airservices is responsible for managing complaints and enquiries about aircraft noise and operations through our Noise Complaints and Information Service (NCIS). This service is the Australian aviation industry's main interface on aircraft noise and related issues for the community. How to make a complaint (<http://www.airservicesaustralia.com/aircraftnoise/about-making-a-complaint/how-to-make-a-complaint/>)

Complaints and enquiries help identify issues of concern and possible opportunities for improvements (<http://www.airservicesaustralia.com/aircraftnoise/aircraft-operations/noise-improvements/>). When analysing the information received from complaints and enquiries, we focus on the number of complainants and issues raised by them, rather than the number of contacts received from one person. Airservices produces quarterly reports (<http://www.airservicesaustralia.com/publications/noise-reports/noise-reports/>) which include data and analysis on the number and location of complainants and the issues they raise.

If you have a complaint that does not relate to aircraft noise, visit the Australian Government's aviation information resource website at [www.aviationcomplaints.gov.au](http://www.aviationcomplaints.gov.au) (<http://www.aviationcomplaints.gov.au/>) to find the right place for queries about aviation issues.