

2009	Number of Complaints (exc Multiples)	Number of individuals making complaints (exc Multiples)	Number of Multiple Complaints	Number of Multiple Complainants	Total Complaints (inc Multiples)	Total Complainants (inc Multiples)	Runway 23 Movements	Runway 05 Movements
Q1								
January	51	22	0	0	51	22	9845	2859
February	128	20	0	0	128	20	7542	3942
March	68	32	0	0	68	32	10467	3004
Q2								
April	104	39	0	0	104	39	7959	5412
May	91	55	42	1	133	58	9538	4355
June	276	149	0	0	276	149	7291	7572
Q3								
July	284	151	37	1	321	152	15263	1173
August	355	177	0	0	355	177	14550	1778
September	329	150	0	0	329	150	9432	6319
Q4								
October	185	95	0	0	185	95	10327	4343
November	91	52	0	0	91	52	10758	1062
December	84	44	0	0	84	44	7684	4223
TOTAL	2048	288	79	2	2125	288		

Note, definition of multiple complainer = 30 or more complaints on 1 calendar month

All Figures to be confirmed.