

I would like to make a comment on the recent news article that 20 people are responsible for half of the complaints to air services complaint line.

Well, congratulations to them for their persistence. I have tried to get more data on which airports this refers to but cannot. Presumably they come from Sydney and more recently Perth. I prefer to take the view that 4,380 individuals have such a problem with aircraft noise that they call 12 thousand times annually. Only about 5% of people complain and I am amazed that people complain about major airports but it is their right to do so. Secondary airports are another matter and you should recommend that training of student pilots (many from overseas) should not occur in highly populated areas. I am also tired of media reports that claim pilots are "heros" when they crash because they missed a group of kids - most would get out of the way if they saw a fiery plane approach. He crashed the plane and killed someone - hardly a hero.

Remember they are keeping air services NEU staff in employment. Most people have given up complaining because it is futile to do so. There is a blog stating that the job should be outsourced to Macquarie Airports and calls charged at \$1.00 a minute. This is typical of the attitude of airport staff and aviators who take every chance to mock anyone who stands in the way of the dream of the aviation industry to dominate the airways and bully us into submission.

My personal experience is of incidences at Parafield Airport where Noise enquiry staff have reported persistent callers to the federal police. Many people around this Airport are extremely adversely affected by trainee pilots as they practice their take offs and landings repeatedly. Are there any studies on what this droning noise has on nearby residents? When they are driven to the point of rage they may vent their frustration and for this they are tracked down, followed and monitored. They do not want to do harm but should not be harrassed in this manner which also affects their friends and family.

You would reduce complaint numbers if novice pilots did not train in residential areas. This would also apply at other secondary airports around Australia.

Regards
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