

Single person makes 12,000 noise complaints to airport

Vocabulary Match

a complaint • unidentified • account for • to file • committed • to submit •
• unnamed • to make up • to record • a criticism • to enter • devoted

Article

One individual in Ireland made 12,272 noise complaints against Dublin Airport in 2021, airport operator DAA has announced. The unidentified person averaged 34 complaints a day and accounted for 90% of all complaints received by DAA about aircraft taking off and landing at the location.

The individual, who lives in Ongar located in north-west Dublin, previously made 6,227 complaints in 2020, and has already filed 5,276 complaints in 2022, a daily average of 59.

Most complaints are filed by those who live near the airport and are on flight paths. Most complaints are also about aircraft being used at night.

DAA says it has responded to each individual complaint and said airport operators are committed to working with communities on issues such as aircraft noise. DAA has also introduced an online system known as Webtrak that gives details on flight paths and noise levels from aircraft using Dublin Airport. Webtrak also makes it easier to submit noise complaints.

Quiz

1. How many times did the person complain on average in 2021? How about in 2022?
2. Who usually complains to airports about noise?

Conversation

A: Good morning, you've reached the customer complaints desk. How can I help you?
B: Hello, yes, I'd like to make a complaint about the noise from aircraft taking off.
A: Certainly, Sir. Would that be from Dublin Airport's terminal 1 or terminal 2?
B: Wait.. Dublin Airport? I thought this was SpaceX. I'm calling from Texas!

Discussion

1. How do you feel about what you read in the above article?
2. Does noise pollution bother you? How do you concentrate in a noisy place?
3. How do you like to relax? Is there a quiet place that you enjoy going to?