

Memo

To: Aircraft Noise Community Consultative Group
From: Helen Twose & Jason Higgs
Date: August 2026
Subject: Draft update to Auckland Council aircraft noise webpage

1 Purpose

This memo presents draft wording for Auckland Council's aircraft noise webpage and asks ANCCG members to provide feedback before the wording is finalised with Auckland Council.

2 Proposed webpage update

At the 8 June 2026 ANCCG [meeting](#), members asked Auckland Airport (AKL) to investigate moving AKL's contact details closer to the top of [Auckland Council's Noise Complaint page](#). Members also asked for clearer information about the respective roles of AKL, Auckland Council and the Civil Aviation Authority (CAA).

This follows the Noise Complaint Process Improvements [memo](#) previously presented to the ANCCG, which identified opportunities to make the complaint pathway clearer and easier for the public to navigate.

This draft update responds by placing AKL first for complaints about aircraft using Auckland Airport, then directing people to Auckland Council or the CAA where another organisation may be responsible.

In summary, the proposed wording:

- a) places AKL's complaint pathway at the top of the aircraft noise section;
 - b) removes height-based references, which may not be meaningful or easy for the public to interpret;
 - c) explains the roles of AKL, Auckland Council and the CAA in plain language; and
 - d) provides a short "Not sure who to contact?" guide to help people reach the right organisation first.
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3 Intended outcome and feedback sought

The update is intended to make the complaint pathway easier to understand and help people contact the right organisation first.

ANCCG members are asked to review the proposed webpage wording below and provide feedback before it is finalised with Auckland Council.

4 Draft wording for feedback

Noise from aircraft

If you are concerned about aircraft noise, the right organisation to contact depends on whether the aircraft is using Auckland Airport.

Flights arriving at or departing from Auckland Airport

If your complaint is about an aircraft arriving at or departing from Auckland Airport, please contact Auckland Airport first.

Auckland Airport manages noise complaints about aircraft using the airport. This includes aircraft taking off, landing, taxiing or operating on the airfield.

You can make a complaint to Auckland Airport:

- online: [How to make a complaint](#)
- freephone: **0800 466 473** (0800 4 NOISE)
- phone: **09 256 8133**

Auckland Airport records and responds to aircraft noise complaints about its operations. This helps monitor aircraft activity and understand community concerns.

Aircraft not using Auckland Airport

Auckland Council may handle complaints about aircraft noise where the aircraft is not arriving at, departing from or operating at Auckland Airport, and where the matter is covered by Auckland's planning rules.

This can include some aircraft operating at lower altitude during take-off or landing from other locations in Auckland. These activities may need to meet noise limits set under the [Auckland Unitary Plan](#) or the [Hauraki Gulf Islands Plan](#).

Concerns about aircraft in flight

The Civil Aviation Authority is responsible for aviation safety and the operation of aircraft in flight. If your concern is about how an aircraft is being operated, including aircraft activity in flight, the Civil Aviation Authority may be the right organisation to contact.

Not sure who to contact?

If the aircraft is arriving at, departing from or operating at Auckland Airport, contact Auckland Airport.

For other aircraft activity, Auckland Council or the Civil Aviation Authority may be responsible, depending on where the aircraft is operating and the nature of the concern.

5 Current website wording

[Learn more](#) about noise from trains and railway crossings.

Noise from aircraft

The [Civil Aviation Authority](#)  handles noise complaints about aircraft in flight (above 500ft).

Aircraft not flying to or from Auckland Airport

Auckland Council will handle complaints about aircraft during take-off and landing (below 500ft), except those leaving or arriving at Auckland Airport. These aircraft must meet noise limits as defined under the [Auckland Unitary Plan \(PDF 462 KB\)](#)  and [Hauraki Gulf Islands Plan](#).

Aircraft at Auckland Airport

Auckland Airport handles noise complaints for flights taking off or landing at its airport. To report noise issues for these flights:

- visit [How to make a complaint](#) , or
- freephone [0800 466473](tel:0800466473) (0800 4 NOISE), or
- call on [09 256 8133](tel:092568133).

Auckland Airport does not deal with complaints about flights not operating from its airport.