



NOISE COMPLAINTS – NEW FUNCTION

The [Soundscape Management Action Plan](#) is composed of some 20 actions in 8 categories including complaints management. One of the actions in this category aims to facilitate the process for filing and processing complaints.

As part of this action, ADM published the [Commitment on the Management of Soundscape Complaints](#) and has put in place several tools to submit a noise complaint such as [WebTrak](#), the complaint form on its website and for cell phones that automatically register complaints in the soundscape management system and link them to the aircraft movement that is reported. These complaints are recorded, analyzed and discussed within the Soundscape Advisory Committee.

A new function is now available to submit a complaint with a cell phone.

In fact, you can submit a complaint with your cell phone in just one click with the new “Submit Now” button. With this function, your complaint is automatically recorded and linked to the aircraft movement since it is part of the automated system.

Complaints submitted with AEROplainte

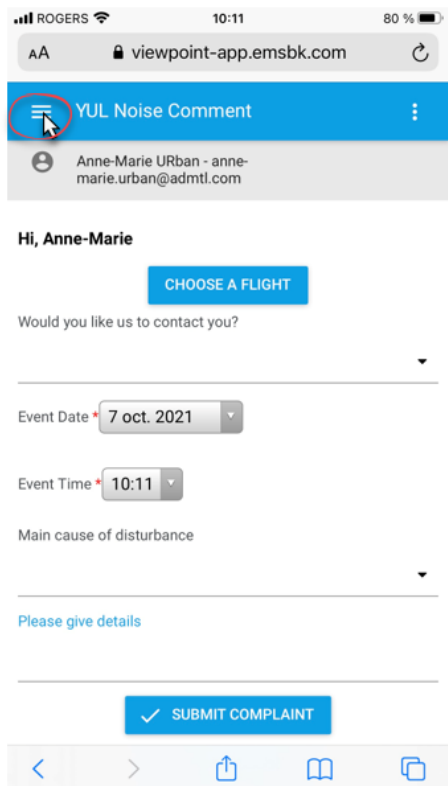
Since the end of April, AEROplainte’s designer is no longer transferring your complaints. Despite several contacts and reminders, no complaint has been transferred since April 27, 2021. Consequently, since that date, complaints submitted with AEROplainte are not recorded.

With the implementation of the “Submit Now” button, it will be as easy to submit a complaint as with AEROplainte. In addition, you are assured that your complaint is recorded and analyzed.

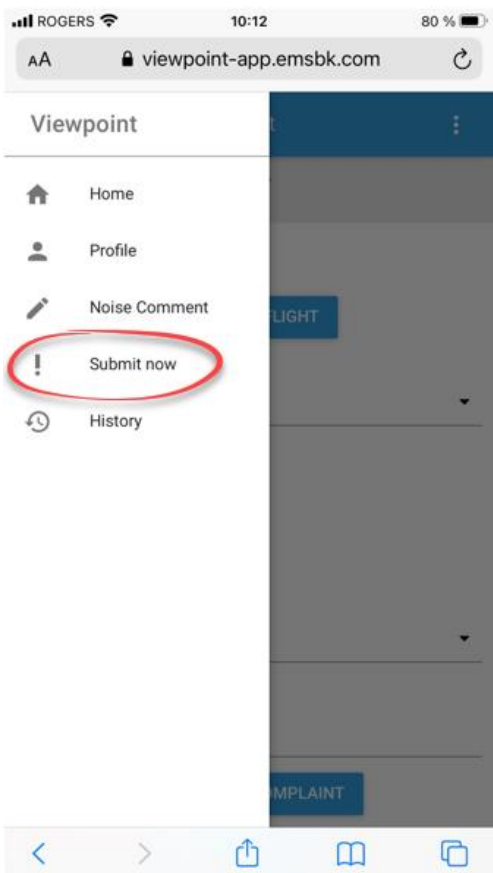
Here is how to use it:

Open the [cell phone form](#), choose your language and sign up or log in if you already have an account.

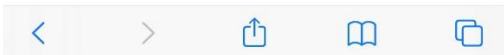
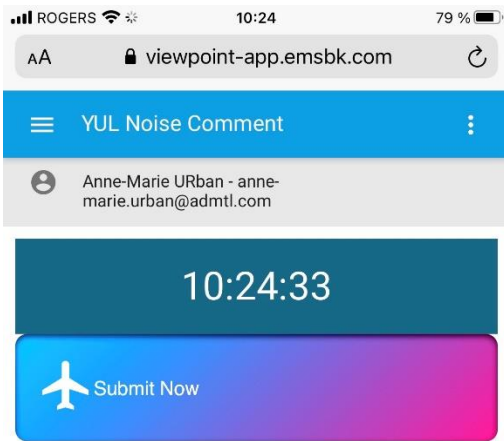
Click on the 3 lines on the left of the screen to access the menu:



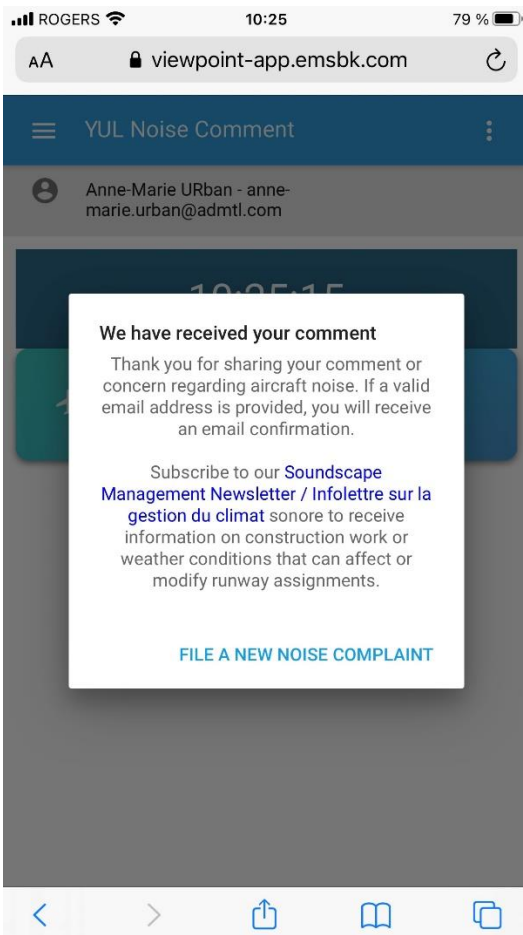
Choose the Submit now option:



Click on the Submit Now button to submit a complaint:



You will receive confirmation that your complaint has been received and will return to the Submit Now button. You can then submit another complaint.



If you have any questions, don't hesitate to contact us at info@admtl.com

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