



FAA Aviation Noise Ombudsman

The FAA's Aviation Noise Ombudsman serves as a liaison with the public on issues regarding aircraft noise. If you have a specific question, comment, concern or complaint that cannot be answered or addressed by any of the methods above, please contact the Aviation Noise Ombudsman and provide the following:

- **Your name** — Your first and last name
- **Street Address or Cross Streets** — Please provide the street address or cross streets where the event(s) occurred. The FAA can more accurately research and determine a cause of an event(s) with more accurate details being provided. This information is important not only in determining the initial cause of an event(s), but also to track continual occurrences that can point to a systemic issue. Please enter your home address, if this is not related to a noise complaint.
- **Zip code** — Please provide the zip code in which the event(s) occurred
- **State** — Please provide the state name in which the event(s) occurred
- **Approximate Start Date and Time of Event** — The times and dates you are experiencing the noise disturbance
- **Description** — Please describe the event and the location of the event(s) as best you can
- **The type of aircraft causing the complaint** (i.e., jet, helicopters, propeller, unknown)
- **Aircraft Description** — Please provide any additional details to help describe the aircraft to include color, number and placement of large wing(s) (top, middle, bottom of aircraft), and number and placement of engines (tail, body, wing).
- **Airport Source** — Please provide the airport name that the aircraft left from or was heading to (if known). This is the airport that you may believe the inquiry is associated with.
- **Repeat Occurrence** — Please indicate if this is a repeat occurrence (Yes/No)
- **Officials Contacted to Date** — Please indicate whether any additional government officials have been contacted and include their name, office title, and how they were contacted (such as email, letter, or phone).

The best way to contact the FAA Aviation Noise Ombudsman is by sending an email to the address below. These messages can be efficiently distributed to the appropriate subject matter experts to address your concern. If you would prefer to call and leave a voice mail or send in a letter through the mail, you may do so using the contact information listed below.

Email 9-awa-noiseombudsman@faa.gov

Phone (202) 267-3521

Mailing Address Federal Aviation Administration, Aviation Noise Ombudsman, AEE-2
800 Independence Ave. S.W. Washington, DC 20591



Helicopter Noise

- Helicopters generally fly under visual flight rules (VFR), where they are not under the control of Air Traffic Control (ATC) resulting in ATC not controlling where the helicopter flies.
- While some metropolitan areas have defined helicopter routes, many are voluntary and helicopter pilots can deviate from those routes.
- You should contact the helicopter operator directly for information regarding the helicopter operations you are experiencing.
- If you believe the helicopters were flying unsafely, then this is an issue for your local [FAA Flight Standards District Office \(FSDO\)](#).



Military Aircraft Noise

The FAA does not have the authority to regulate the operations of military aircraft. If you live near a military installation, you should try contacting their noise office or community relations department for more information on their operations in your community.

For more information, please go to the FAA website directly, by following this link:

https://www.faa.gov/about/office_org/headquarters_offices/apl/noise_emissions/airport_aircraft_noise_issues/noise/