

## **Recommendations for Don Scott's Complaint System Based on a review of CRAA**

December 14, 2006

WOOSE representatives reviewed the Columbus Regional Airport Authority's (CRAA) system and documentation of aircraft complaints on December 7, 2006. They met Mr. Dave Clawson at the Airport Authority's Administration Office. Mr. Clawson is responsible for the CRAA Noise Complaints.

The documentation of complaints submitted to CRAA is thorough and as a result the complaint system is verifiable and transparent. The retrieval of complaints and all associated documents was quick, appeared easy to do and was complete. We were impressed with the following:

- All complaints receive a documented reply from Mr. Clawson or an intern within 24-48 hours. CRAA replies by phone, e-mail and letter.
- The CRAA makes it easy for residents to submit complaints. The website states: "*Chose the option that is most convenient for you*" providing phone, e-mail and letter options.
- All complaints are transcribed and documented verbatim.
- The research can be multi-layered as needed and may include conversations with Air Traffic Control (ATC) personnel, review of ATC audio tape, radar and weather records.
- All research is documented as a written narrative which included identifying employee(s) handling the complaint, the aircraft as well as operational info, additional research resources are identified and the reported information is included in the written narrative.
- All replies are documented in a detailed narrative form.
- The detailed documentation of the complaint, the research, follow up with aircraft owners/pilots and the reply creates a verifiable, "packaged" document.
- In records and conversations, we observed a positive, receptive attitude toward accepting, researching and responding to residents that frequently submit requests. There was no evidence the integrity or validity of the complaint or resident was questioned.

CRAA noise complaint system and documentation is accessible and verifiable. The documentation reviewed demonstrates it is successful for the airport and residents.

Therefore, we recommend the adoption of the following as standard practices for OSU Airport's Noise Complaint system.

- All noise complaint information (phone, e-mail, fax, letters, in-person interviews) documented and organized in a retrievable and reproducible format to ensure a verifiable record of each complaint is made and available for review.
- Multiple complaint submission and reply options. The options should be convenient for the complainants.
- All complaints acknowledged within 24-48 hours by phone, email or letter.
- Verbatim transcript of all submitted complaints.
- Detailed documentation of all research including that of other agencies used to research the complaint.
- Detailed documentation of complaint replies to residents and follow-up with aircraft owners, pilots and other agencies.

We believe the keys for developing a complaint system that can be trusted by the community are through recording enough detail that the facts can be independently verified and that this data is readily available to the public.