

# Ombudsman reviews complaints about Brisbane Flight Paths

Today the Commonwealth Ombudsman released a public statement after receiving and reviewing some 800 complaints relating to Brisbane Airport's New Parallel Runway.

The Ombudsman's Office investigated how agencies had handled complaints, how they engaged with each other and how they engaged with complainants.

It was determined that the agencies involved should work more closely and more effectively with one another regarding aircraft noise complaints and ensure that complainants feel heard and that communities are well informed.

Statement attributed to the Commonwealth Ombudsman, Mr Iain Anderson:

*'In our view the agencies involved can all improve the way they engage with complaints and each other about the issues raised in complaints.'*

To read the [full statement](#) please visit our website.

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