

## FAA Drone Complaint Submission - Options

**NOTE:** One may submit as many individual FAA complaints as you would like especially if the problem is a constant annoyance, such as the Amazon Prime Drones.

- 1) Click on the link below to take you to the ANCIR website to submit an FAA Complaint. **ANCIR (Aviation Noise Complaint and Inquiry Response)** - FAA system.

[FAA ANCIR - Catalog Item - Aviation Noise and Complaint Inquiry System](#)

- 2) **Web-Based Hotline:** (Similar to ANCIR above, can attach pictures and videos here)  
<https://hotline.faa.gov/webform>

- 3) **Timothy Jensen**                      [Timothy.Jensen@faa.gov](mailto:Timothy.Jensen@faa.gov)

Principal Operations Inspector  
Emerging Technologies Division  
Safety Assurance Branch, AFS-760  
Work Cell (954) 408-5142  
[Timothy.Jensen@faa.gov](mailto:Timothy.Jensen@faa.gov)  
(Based in Washington DC?)

- 4) **General FAA Group email Box for North Texas** (from FAA Rep based in Irving, Texas)

[9-avs-ntx-fsdo-19-public@faa.gov](mailto:9-avs-ntx-fsdo-19-public@faa.gov)

- 5) **General Drone Complaints:**

866-TELL-FAA (866-835-5322)

- 6) **FAA UAS** (Unmanned Aircraft System) – This is for general inquiry, talk to the FAA and they will point you in the right direction.

844-359-6982

## FAA ANCIR - Complaint Process:

This FAA Complaint process will be submitted to the local FAA Ombudsman.

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[FAA ANCIR - Catalog Item - Aviation Noise and Complaint Inquiry System](#)

- 2) Hit Agree Button

### Privacy Act Statement

**Privacy Act Statement (5 U.S.C. § 552a, as amended):**

**Purpose:** This information will be used to track, investigate, resolve and respond to aircraft noise complaints and inquiries. In some cases, these complaints and inquiries may involve aviation safety violations.

**Routine Uses:** In accordance with the [Privacy Act System of Records Notice](#) (SORN) DOT/FAA 845 Complaint Intake System 87 FR 61655 - October 10, 2022, and SORN DOT/FAA 852 - Complaint Investigations System - 87 FR 61649 - October 12, 2022, this information is routinely shared with the appropriate action office both internal and external to the Department for preparation of a response. This may include other federal, state, or local agencies and/or airports, pursuant to the routine uses identified in the aforementioned SORNs. In addition, if the FAA determines that your concern may be safety-related as opposed to noise-related, your information may be forwarded to the FAA's Safety Hotline for further review. Safety Hotline information is likewise maintained and disclosed in accordance with DOT/FAA SORNs 845 and 852.

**Disclosure:** Submission of this data is voluntary; however, failure to furnish the requested information may result in an inability to thoroughly consider your complaint or inquiry and may, therefore, limit the FAA's ability to respond to your complaint or inquiry in a timely manner.

I Agree

3) Fill out demographics below as an Individual reporting.

## FAA Aviation Noise Complaint and Inquiry Response

Welcome to ANCIR, the FAA's Aviation Noise Complaint and Inquiry Response system. Please fill out the fields in the webform below and click submit. Additionally, please provide only the information requested below in the associated fields, and avoid providing any information beyond what is specifically requested.

The FAA is committed to providing timely, thorough responses. As such, it may take 30 days or more to investigate and address the concerns shared with us. Please be aware that the FAA cannot address the same general complaint or inquiry more than once. If you have any additional questions, we encourage you to review our [policy on how the FAA handles noise complaints and inquiries](#).

\* Indicates required

### My Information

\* I am reporting as

Individual  Operator  Airport sponsor

\* First Name

\* Email

4) The start and end dates below may be a little tricky especially if you try and manually type in the free space the date format. Please don't click on the dates box as it may interpret one inputting the date manually. **INSTEAD**, just click on the **calendar icon** and pick a date for both Start and End. After you pick a day on the calendar date, hit the "OK" button. If you receive an error when submitting, then modify the dates and possibly make them closer to the current date. Try a different browser such as Google Chrome versus Safari or exit the FAA ANCIR template and try again if you are still receiving an error. The exact dates are not critical as this is an ongoing problem. The exact date is important if one is reporting a specific event.

\* Last Name

### Event Information

\* Event Address/Cross Streets 


\* State/Territory

\* City


\* Zip Code

\* Approximate Start Date/Time 

Approximate End Date/Time 


 

\* Description/Questions 

- 5) Choose or type in the provided information below. For the aircraft type in the dropdown, choose Unmanned Aircraft System – “UAS/Drone”. Type in the Amazon drone model of MK30 in aircraft description and regarding the Airport name, type in the Amazon distribution center location using the information provided below if Richardson, Texas. Otherwise use your specific Amazon distribution location.

Aircraft Type

Aircraft Description 

Airport Name/Source 

Repeat Occurrence

Yes  No

\* Did you contact the local airport?

Yes  No


Other Officials Contacted 

## 6) Ensure to check the box for I am not a robot.

Response Requested

Yes  No

I'm not a robot

 reCAPTCHA

### Paperwork Reduction Act Statement of Public Burden:

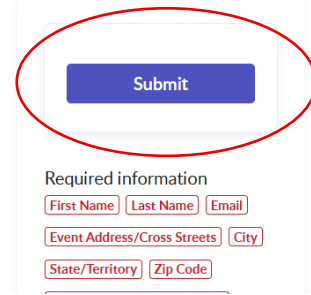
FAA is collecting this information in order to thoroughly investigate and resolve alleged violations of an order, a regulation, or any other provision of Federal law relating to aviation safety or the mission of the agency. The public burden for this collection of information is estimated to be approximately 15 minutes. This is a voluntary collection of information; however, failure to provide this information may delay or hinder the processing of your claim. An agency may not conduct or sponsor, and persons are not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number is : 2120-0773 Expiration : July 31, 2026.

7) Last step is to go back to top of the form and check the Submit box at top right of page.

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Submit

Required information

- First Name
- Last Name
- Email
- Event Address/Cross Streets
- City
- State/Territory
- Zip Code