



**Report on Air Passenger Rights Complaints
for the period 1st January to 30th June 2014**

1st September 2014

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1. Introduction

- 1.1 This purpose of this Report is to provide a brief overview of the air passenger rights complaints received by the Commission for Aviation Regulation (the 'CAR') under EC Regulation No. 261/2004 during the period 1st January to 30th June 2014. The relevant information has been set out in table/graphical form where appropriate.
- 1.2 In accordance with Article 16, the CAR is responsible for enforcing the Regulation as regards;
- Flights departing from airports within the country; and
 - Flights into such airports from third-countries provided these are operated by Community-licensed carriers.
 - Other national enforcement bodies have similar responsibilities in respect of their own Member States.
- 1.3 As of the 15th August 2014, the CAR has concluded its investigation into 422 of the complaints received between the 1st January and the 30th June 2014.

2. Summary of Valid Complaints Received

- 2.1 The CAR received 2,180 queries during the six month period from 1st January to the 30th June 2014. This figure represents a 54% increase in the number of queries received during the same period in 2013¹.
- 2.2 Of the 2,180 queries received, 1,677 related to an assortment of baggage, pricing, safety and air carrier policy issues. The CAR responded to each of these queries individually, referring passengers to the appropriate bodies where possible.
- 2.3 The remaining 503 queries constituted valid complaints under the Regulation and therefore required investigation by the appropriate national enforcement body. Table 1 illustrates the breakdown of these 503 complaints in line with the categories set out in the Regulation.

Table 1: Total number of valid complaints received by CAR, Jan-Jun 2014

Origin of flight	Number of complaints	%
Departure from an Irish airport	333	66
Arrival into an Irish airport from a non-EU airport on a Community licensed carrier	31	6
Departure from airport situated in another Member State (or arrival into such an airport from a third country on a Community-licensed carrier)	139	28
Total	503	100

¹ 1416 queries were received in the same period of 2013.

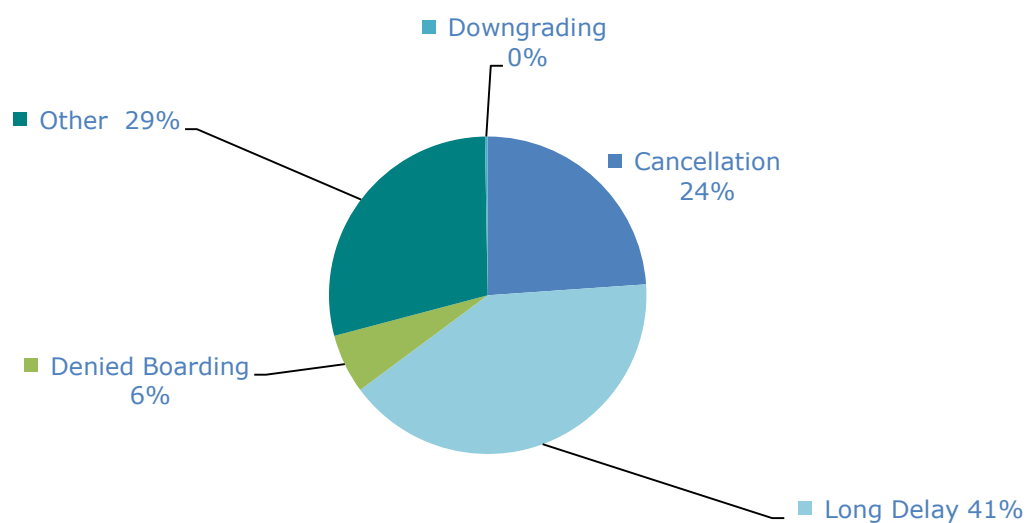
3. Types of Valid Complaints Received

- 3.1 Valid complaints are those which relate to flight cancellations, long flight delays, instances of denied boarding or of downgrading.
- 3.2 Table 2 below provides a breakdown of the 503 complaints received according to these categories.

Table 2: Types of valid complaints received, Jan-Jun 2014

Type of Complaint	Total	Within CAR's remit
Cancellation	125	87
Long Delay	242	149
Denied boarding	28	22
Downgrading	1	1
Other ²	107	105
Total	503	364

Figure 1: Complaints which fell within the remit of CAR



² Complaints are frequently received which initially appear to fall under Regulation 261/2004 but investigation later reveals that they are best dealt with in another manner. The "other" category represents this group of complaints.

4. Resolution of Complaints

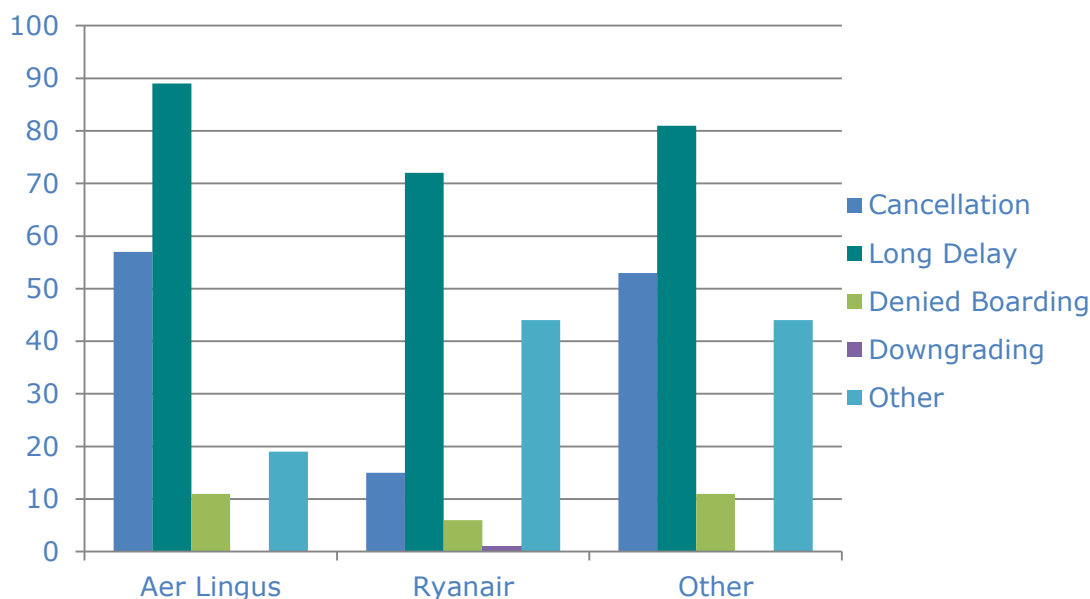
- 4.1 As of the 15th August 2014, 78% of the complaints received during the first half of the year (283 out of 364) have been concluded.
- 4.2 Of these 283 cases, the final outcomes were as follows³:
- In 12 cases the passengers received either a refund of the cost of their ticket (where appropriate) or reimbursement of expenses incurred as a result of the air carrier's failure to provide the care and assistance set out in Article 9 of the Regulation.
 - In 35 cases the air carrier paid compensation.
 - In 78 cases the air carrier successfully demonstrated that 'extraordinary circumstances' existed and that all reasonable measures to avoid the cancellation/ delay were taken.
 - In 168 cases the complaint was either withdrawn, resolved directly with the air carrier or the infringement was such that no individual redress could be obtained for the passenger⁴.
- 4.3 The CAR is continuing to investigate, and working to conclude, the remaining 81 cases.

5. Distribution of Complaints by Air Carrier

- 5.1 The CAR received a total of 503 complaints from passengers during the first six months of 2014.
- 5.2 Figure 2 below shows the total complaints against Aer Lingus, Ryanair and an 'Other' category. The 'Other' category refers to all other airlines which were the basis of complaints received by the CAR during this period of time. Complaints were recorded in respect of 41 such air carriers.

³ A complaint might have more than one outcome i.e. the passenger may have received a refund of his/her expenses but the air carrier might also have successfully demonstrated the existence of extraordinary circumstances.

⁴ Infringements such as failing to provide a passenger with written notice of their rights and entitlements cannot be redressed at a later date.

Figure 2: Complaints for Aer Lingus and Ryanair received during H1 2014

6. Complaints referred to other Enforcement Bodies

- 6.1 Of the total number of complaints received during the first six months of 2014, 139 related either to departures from airports located within other Member States or to arrivals into such airports from third countries on Community-licensed carriers. Responsibility for investigating these complaints lay with the national enforcement body in the Member State in question. In accordance with Article 16, the CAR completed preliminary reviews in respect of these complaints before forwarding them to the appropriate authorities on the passenger's behalf.
- 6.2 Table 7 below shows a breakdown of these complaints by relevant Member State.

Table 7: Breakdown of complaints by Member State

Country	Total	%
United Kingdom	46	33
Spain	22	16
Italy	15	11
France	12	9
Poland	8	6
Germany	7	5
Portugal	6	4
Belgium	4	3
Croatia	3	2
Greece	3	2
Hungary	2	1
Netherlands	2	1
Czech Republic	2	1
Austria	2	1

Cyprus	1	0.5
Latvia	1	0.5
Romania	1	0.5
Sweden	1	0.5
Switzerland	1	0.5
Total	139	100

7. Conclusions

- 7.1 A full report on the CAR's activities in respect of Regulation 261/2004 during 2014 will be contained in our annual Air Passenger Rights Report which will issue in 2015.
- 7.2 Further information on passenger rights and entitlements in the event of flight cancellations, long delays or instances of denied boarding (and the rights and entitlements of disabled persons and persons with reduced mobility) can be found both on the CAR's general website www.aviationreg.ie and its consumer focused website www.flightright.ie