

**Question for written answer E-006969/2016  
to the Commission**  
Rule 130  
**Anneleen Van Bossuyt (ECR)**

Subject: Non-compliance by Ryanair with consumer protection rules

The budget airline Ryanair is further developing its reputation for undercutting other operators. Regrettably, it is also well known for its inadequate compliance with European law. Regulation (EC) No 261/2004 of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights stipulates that, in the event of delays for which there are no valid grounds, airlines are required to pay compensation. There are indications that Ryanair is failing to compensate passengers who are affected. Moreover, if one contacts Ryanair's customer service, the airline sends a standard message stating that messages are not read. This is in turn a flagrant infringement of Directive 2000/31/EU (Article 5).

1. Is the Commission aware of the complaints about Ryanair's repeated failure to pay compensation?
2. Will the Commission bring infringement proceedings against the Irish authorities for failure to enforce European law?
3. Will the Commission propose new legislation to impose harsher penalties for failure to respect consumers' rights?