

**Question for written answer E-004503/2017
to the Commission**
Rule 130
Anneleen Van Bossuyt (ECR)

Subject: Submitting complaints to airlines

I regularly hear from travellers how complex it is to submit a complaint to an airline in the event of a delay, loss of luggage, etc. As airlines make the complaints procedure very difficult or hide it away on their websites, many consumers opt not to pursue the procedure.

Dozens of small businesses have now been set up to submit complaints on behalf of aggrieved customers, charging a commission of at least 25% of the compensation payment for doing so. The very existence of these businesses is indicative of how difficult it is being made to submit a complaint.

1. Does the Commission have an idea of the extent of this problem?
2. How often is the EU complaints form relating to air passengers' rights put to use?
3. What measures will the Commission take to make it easier to submit complaints?