

**Question for written answer P-003577/2017  
to the Commission**  
Rule 130  
**Lucy Anderson (S&D)**

Subject: Enforcement of air passengers' rights

Regulation (EC) No 261/2004 provides that passengers experiencing flight delays or cancellations should receive compensation and assistance from the airline. However, there are major problems with the enforcement of these rights, and air passenger complaints are very common. A recent large-scale survey shows, for example, that the right to receive compensation for a flight delay or cancellation was only respected in 25 % of cases.

In relation to enforcement, few passengers are in a position to take claims through civil courts to enforce their rights, and there is apparently no EU law requirement for National Enforcement Bodies to take action to investigate and enforce particular individual complaints.

In view of the above considerations:

1. What advice would the Commission offer to passengers faced with difficulties in enforcing their rights under Regulation 261/2004?
2. Should there be a legal requirement on all Member States to provide appropriate and effective mechanisms for air passenger rights to be enforced by groups of passengers or by representative organisations acting on their behalf?
3. What legislative proposals should be brought forward to ensure that investigation and enforcement is properly carried out by National Enforcement Bodies?