

**Question for written answer P-006089/2017
to the Commission**
Rule 130
Anneleen Van Bossuyt (ECR)

Subject: How to prevent infringements of consumer law by Ryanair & co. in the future

On 20 September 2016, I asked the Commission a question concerning customers' complaints about Ryanair. Commissioner Bulc (E-006969/2016) replied that she saw no grounds for bringing infringement proceedings against Ireland for incorrect implementation of Regulation (EC) No 261/2004.

I have received a number of complaints to the effect that Ryanair and other airlines are making it difficult for customers to obtain compensation and assistance in the event of denied boarding and of cancellation or long delay of flights. This is proven by the existence of numerous claim management companies which undertake the complex procedure on behalf of customers, often in return for a large commission of at least 25%. I mentioned this to the Commission in my question of 4 July (E-004503/2017). At that time, the Commission confirmed that it was aware of this.

Not long ago, Commissioner Bulc herself said: 'It is the airlines that take the operational decisions, not the Commission. But airlines operating in the European Union must respect the European rules.' The consumer organisation Test-Ankoop has now brought proceedings against Ryanair. What steps can be taken to improve the way in which customer complaints are dealt with? Can infringement proceedings be brought against countries which continue to ignore such consumer-unfriendly practices? Can the Commission make proposals so that European airlines comply with the rules on consumer protection?