

WRITTEN QUESTION E-0045/09
by Glyn Ford (PSE)
to the Commission

Subject: Compensation for airline cancellations and delays - Scrooge list

As KLM staff have systematically deceived and lied to passengers recently, i.e. the availability of compensation for a cancelled flight, can the Commission publish an annual league table, airline by airline, showing the number of passengers delayed and the average level of compensation, including meals and phone calls, paid out? We will thus all be able to see which airlines follow the EU laws and which bend them. Will it offer an annual Scrooge Award to the meanest airline?