

**Question for written answer E-002615/2022
to the Commission**

Rule 138

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Subject: Improving and enforcing the EU Air Passengers Rights Regulation

Strikes, slowdowns and staff shortages are causing chaos at European airlines and airports. In addition, airlines regularly fail to provide clear instructions on and easy access to compensation claims. Passengers are forced to wait several months to be reimbursed, with little information available concerning their ongoing claims. Airline companies generally do not provide customers with tracking numbers to monitor the progress of their claims and often do not comply with reimbursement deadlines.

Similarly, it can be very difficult to get in touch with airlines by either e-mail or phone concerning refunds for cancelled flights or lost or damaged luggage. This behaviour clearly shows that the EU Air Passengers Rights Regulation is not being properly implemented. During the summer break, the situation will likely deteriorate.

1. How will the Commission ensure that airlines operating within the EU comply with EU legislation so that passengers' rights are respected?
2. What measures will it implement to strengthen the EU Air Passengers Rights Regulation, e.g. automatic compensation, providing passengers with clear, easily accessible, user-friendly information and the possibility to track claims on the airlines' websites?

Supporter¹

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