

**Question for oral answer O-000046/2022
to the Commission**

Rule 136

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on behalf of the ID Group

Subject: Safeguarding EU air passengers' rights

European air passengers are experiencing multiple difficulties due to strikes, slowdowns and staff shortages throughout Europe. Even though delays and cancellations are becoming an everyday reality, airlines regularly fail to provide clear instructions and easy access to compensation claims. Thus, passengers are forced to wait several months before obtaining reimbursements and have limited information about their ongoing claims. Airlines do not generally 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 contact airlines in order to submit or manage refund claims in relation to cancelled flights, cases where passengers are not able to travel at all or damaged luggage. During the summer season, the situation worsened and there were several disruptions. Therefore, compliance with EU legislation on air passengers' rights does not seem to be ensured.

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 does the Commission intend to propose to strengthen EU air passengers' rights, for example, automatic compensation and providing passengers with clear, easily accessible, user-friendly information and the possibility of tracking claims on airlines' websites?

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