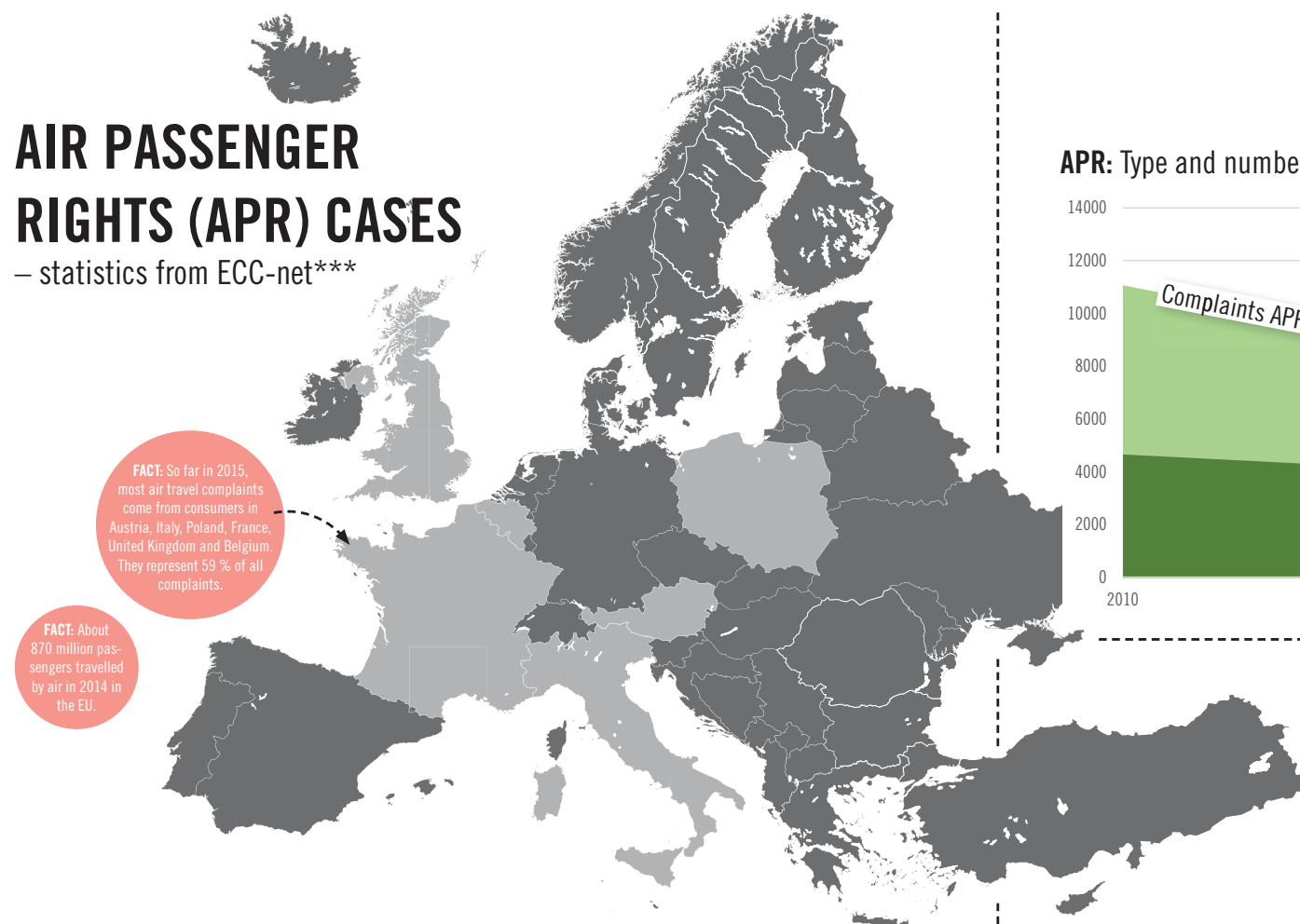


# AIR PASSENGER RIGHTS (APR) CASES

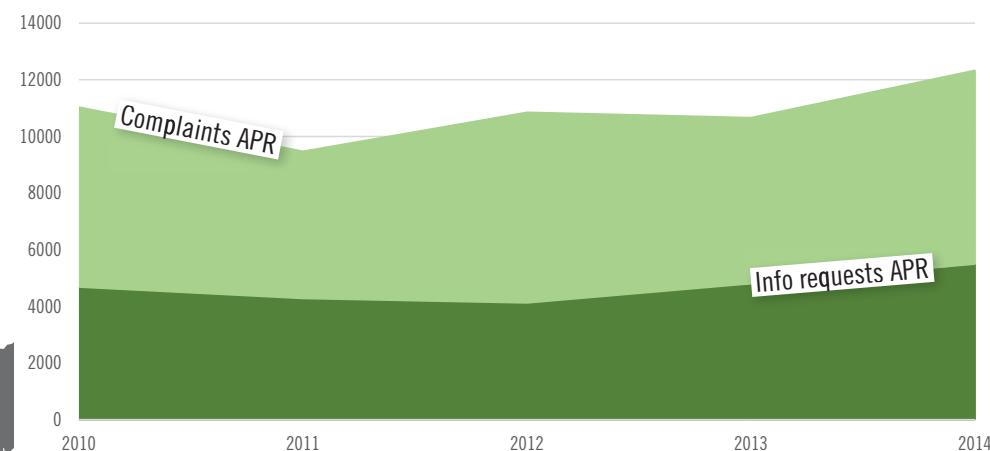
– statistics from ECC-net\*\*\*



**FACT:** So far in 2015, most air travel complaints come from consumers in Austria, Italy, Poland, France, United Kingdom and Belgium. They represent 59 % of all complaints.

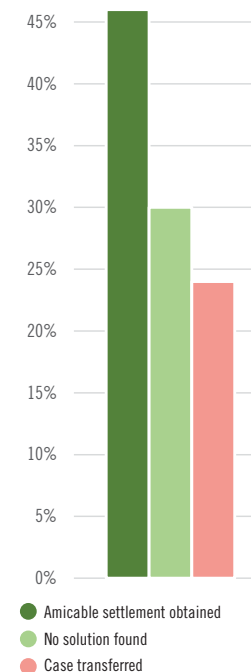
**FACT:** About 870 million passengers travelled by air in 2014 in the EU.

## APR: Type and number of request



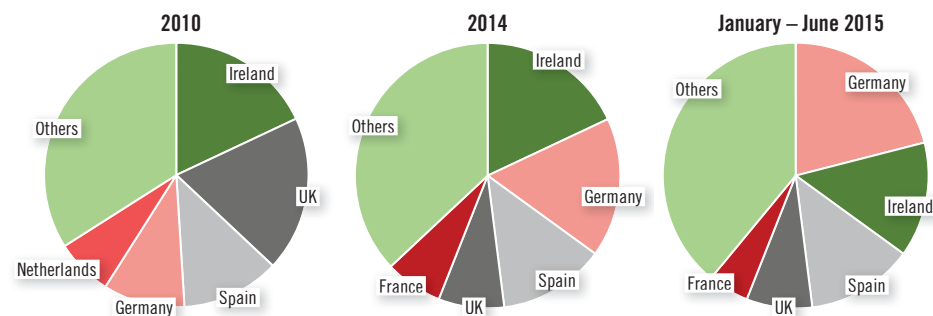
**FACT:** The ECC-Net had in total 12 337 contacts regarding air passenger rights in 2014. Out of the contacts in 2014, less than 13% had a question or a complaint about luggage issues. The ECC's that had the largest number of consumer complaints 2014 was Italy, Belgium, Poland, Spain, France and the UK.

## APR: Outcome of complaints 2014



\*\*\* Statistics from DG Justice and Consumers.E.5. Data: ECC Database.

## TOPLIST: Country of air carrier with most complaints



## COMPLAINTS: Type of transport services

