



National Enforcement Bodies under
Regulation [EC] 1107/2006 concerning the rights of disabled persons and persons
with reduced mobility when travelling by air




https://transport.ec.europa.eu/transport-themes/passenger-rights/air_en


Disclaimer






The table below is based on the information received from the EU Member States. Each Member State is responsible for the accuracy of the information it gives about its national enforcement bodies. The Commission cannot be held responsible for any missing or outdated information.




Updated: February 2025



| Member State | Organisation | Contact details |
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|  Austria | Agentur für Passagier- und Fahrgastrechte (apf) - Agency for Passenger Rights Linke Wienzeile 4/1/6 AT - 1060 Wien | Tel: + +43 1 505 07 07 740 Internet: http://www.apf.gv.at/en/ Complaint form in German: https://www.apf.gv.at/de/beschwerde-flug.html Complaint form in English: https://www.apf.gv.at/en/passenger-complaints-plane.html |
|  Belgium | Direction Générale Transport Aérien Rue du Progrès 80/5 B - 1030 Bruxelles | Tel: +32-2-277.43.99 or +32-2-277.44.00 Email: passenger.rights@mobilite.fgov.be Internet: www.mobilite.fgov.be |
|  Bulgaria | Ministry of Transport, Information Technologies and Communications, Directorate General Civil Aviation Administration 9,Dyakon Ignatii Str, BG- 1000 Sofia | Tel: +359 2 937 10 47 Fax: +359 2 980 53 37 Email: caa@caa.bg Internet: www.caa.bg |
|  Croatia | Croatian Civil Aviation Agency Ulica grada Vukovara 284 10000 ZAGREB | Tel: + 385 1 2369 300 Fax: + 385 1 2369 301 Email: passenger.rights@ccaa.hr www.ccaa.hr |
|  Cyprus | Civil Aviation Department 27 Pindarou street, CY - 1060 Nicosia | Tel: +357 22 404 119 Fax: +357 22 766 552 Email: passengerrights@dca.mcw.gov.cy Internet: www.mcw.gov.cy |

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|  Czech Republic | Civil Aviation Authority of the Czech Republic Ruzyne Airport CZ - 16008 Prague | Tel: + 42-0-225.42.27.26 Fax: 42-0-220.56.18.23 Email: caa@caa.cz Internet: www.ucl.cz |
|  Denmark | Danish Civil Aviation and Railway Authority Carsten Niebuhrs Gade 43 DK-1577 Copenhagen | Tel: +45-7221 8800 E-mail: info@trafikstyrelsen.dk Website: www.trafikstyrelsen.dk |
|  Estonia | Ministry of Economic Affairs and Communications 11 Harju EE - 15072 Tallinn | Tel.: +372 6 256 342 Fax: +372 6 313 660 Email: info@mkm.ee Internet: www.mkm.ee |
|  Finland | The Finnish Transport and Communications Agency (Traficom) Kumpulantie 9, 00520 P.O. Box 320, 00059 TRAFICOM FI - 00101 HELSINKI | Tel.: +358 29 534 5000 Fax: +358 29 534 5095 Email: kirjaamo@traficom.fi Internet: www.traficom.fi |
|  France | <p>Complaints on airlines and airports: Direction générale de l'aviation civile Mission du droit des passagers Bureau des passagers aériens 50 rue Henry Farman F-75270 Paris cedex 15</p> <p>Complaints on tour operators: Direction Générale des Entreprises Service Tourisme Commerce Artisanat et Services Sous-direction du Tourisme Bureau de la Compétitivité et du Développement des Activités Touristiques 6, rue Louise Weiss - Télédoc 314 75 703 Paris Cedex 13</p> | Tel +33 1 58 09 43 21 Fax +33 1 58 09 38 45 www.developpement-durable.gouv.fr Fax : +33. 1.44.97.04.32 |
|  Germany | Luftfahrt-Bundesamt (LBA) DE - 38144 Braunschweig | <p>Bürger-Service-Center 38144 Braunschweig Telefonische Sprechzeiten: Montag bis Donnerstag, 10:00 Uhr bis 13:00 Uhr Telefon: +49 531 2355-115 Fax: +49 531 2355-1197 E-Mail: fluggastrechte@lba.de https://www.lba.de/DE/ZentraleDienste/Fluggastrechte/Fluggastrechte_node.html</p> <p>Customer and Citizen Services/ air passenger's rights Monday to Thursday from 10:00 a.m. to 13:00 p.m. Phone: +49 531 2355 115 Fax: +49 531 2355 1197 E-Mail: fluggastrechte@lba.de https://www.lba.de/EN/Administration/AirPassengersRights/AirPassengersRights_node.html</p> |

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|  Greece | Hellenic Civil Aviation Authority Economic Oversight Division Passenger Rights and Air Carriers Operating Licensing Section Athens International Airport Building 46 PO 19019 Spata, Attica | Tel. : +30 210 3541400 E-mail : apr@hcaa.gov.gr Website: Greek: https://hcaa.gov.gr/el/dikaiomata-epibatou English: http://www.hcaa.gr/en/passenger-rights/ |
|  Hungary | Passenger Complaints Commissioner for Fundamental Rights Office of the Commissioner for Fundamental Rights Directorate-General for Equal Treatment address: H-1055 Budapest, 9-11 Falk Miksa Street postal address: H-1387 Budapest, PO Box 40 General Enforcement Ministry of Construction and Transport CAA of Hungary Address: H-1054 Budapest, Alkotmány Street 5. | phone number: (+36-1-) 475-7100 e-mail: egyenlobanasmod@ajbh.hu Website: https://www.ajbh.hu/en/ebff Tel.: +36 1 273 5503 E-mail: aviation.risk@ekm.gov.hu (NB: Individual passenger claims sent to this address are not handled. Please contact Commissioner for Fundamental Rights Office of the Commissioner for Fundamental Rights, Directorate-General for Equal Treatment with any passenger complaint) |
|  Ireland | Irish Aviation Authority The Times Building 11-12 D'Olier Street Dublin 2, D02 T449, Ireland | Tel. : +353-(0) 1-6031100 E-mail: apr@iaa.ie Website : www.iaa.ie Online complaint form: Air Passenger Rights Ireland (iaa.ie) |
|  Italy | ENAC- Ente Nazionale per l'Aviazione Civile Air Passenger Rights Directorate Viale del Castro Pretorio, 118 IT - 00185 ROME | Website: Italian, English Information on the general complaint procedure: Complaints submitted to ENAC activate the checks aimed at ascertaining possible infringements of passenger's rights, with the sole purpose of sanctioning and monitoring the quality of the services offered to users. It is finalized to ensure the enforcement of the Regulation. It is not meant to obtain reimbursement or compensation. Complaints to ENAC must be submitted exclusively through the link below: https://carta-diritti.enac.gov.it/en Online complaint form for passengers: Italian, English ADR (Alternative Dispute Resolution): If you would like to request |

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| | | <p>compensation or reimbursement of your ticket, you can use the Transport Regulatory Authority's (ART) Dispute Settlement Service</p> <p>Web-site: link</p> <p>Information on the procedure and to claim individual rights: through the ConciliaWeb platform, passengers may submit, in person or through their delegates, requests for dispute settlement to resolve disputes concerning air transport.</p> |
|  Latvia | Civil Aviation Agency Biroju iela 10, Lidosta Rīga, Marupe district, LV-1053, Latvia | Tel: +371-678.30.936 e-mail: prm@caa.gov.lv Internet: www.caa.gov.lv |
|  Lithuania | Civil Aviation Administration Rodūnios kelias 2 LT-02188 Vilnius | Tel: +370 5 2739038; Fax: +370 5 2739237 Fax: +370 5 273 9248 Email: caa@caa.lt Internet: www.caa.lt |
|  Luxembourg | Direction de l'Aviation Civile 4, rue Lou Hemmer L - 1748 Luxembourg <u>Adresse postale:</u> BP 283, L-2012 Luxembourg | Tel: +352-247.749.00 Fax: +352-46.77.90 Email: plaintes.prm@av.etat.lu Internet: www.dac.lu |
|  Malta | <p>Enforcement Body:</p> <p>Civil Aviation Directorate Malta Transport Centre, Triq Pantar Hal Lija, LJA 2021 Malta</p> <p>Complaint handling:</p> <p>Malta Competition and Consumer Affairs Authority - Office for Consumer Affairs, Address: Mizzi House, National Road Blata l-Bajda, Hamrun HMR 9010</p> | Tel: +356 25555412 Email: civil.aviation@transport.gov.mt Website: https://www.transport.gov.mt/aviation/civil-aviation-directorate-653 Tel: +356 2395 2000 Fax: +356 2124 2406 Email: airpassengerrights@mccaa.org.mt Website: www.mccaa.org.mt |
|  The Netherlands | Inspectie Leefomgeving en Transport Human Environment and Transport Inspectorate Postbus 16191, 2500 BD Den Haag | Tel: +31 884 890 000 Internet: www.ilent.nl |

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|  Poland | The President of the Civil Aviation Authority Commission on Passengers' Rights ul. Marcina Flisa 2 PL - 02-247 WARSZAWA | kopp@ulc.gov.pl Tel. + 48 (22) 520 74 84 https://ulc.gov.pl/pl/prawa-pasazera/kontakt https://ulc.gov.pl/en/passengers-rights/2509-contact |
|  Portugal | Autoridade Nacional da Aviação Civil Portuguese Civil Aviation Authority Rua B, Edifício 4 - Aeroporto da Portela 4 1749-034 Lisboa Portugal | Tel: +351 21 284 22 26 Fax: +351 21 842 35 87 www.anac.pt |
|  Romania | Autoritatea Națională Pentru Persoanele Cu Handicap (Ministry of Labor, Family and Social Protection National Authority for People with Disabilities) Calea Victoriei nr. 194, RO - București | Tel: + 40 21-2125438 or +40 21-2125439 Fax: +40 21- 2125443 Email: registratura@anph.ro Internet: www.anph.ro |
|  Slovakia | <ol style="list-style-type: none"> 1. Slovenská obchodná inšpekcia (Slovak Trade Inspection) Ústredný inšpektorát (Central Inspectorate) Prievozská 32 SK - 827 99 Bratislava 27 2. Letecký úrad Slovenskej republiky (Civil Aviation Authority of the SR) Letisko M.R. Štefánika SK - 823 05 Bratislava 3. Ministerstvo dopravy, pôšt a telekomunikácií SR Ministry of Transport, Post and Telecommunications of the Slovak Republic Sekcia civilného letectva a vodnej dopravy (Directorate General of Civil Aviation) Námestie slobody č. 6, P.O.Box 100, SK - 810 05 Bratislava | <ol style="list-style-type: none"> 1. Tel: +421 2 58 272 103 or +421 2 58 272 140 Fax: +421 2 5341 4996 Email: li@soi.sk Internet: www.soi.sk 2. Tel: +421 2 4363 8586 Fax: +421 2 4342 0331 Email: clerk@caa.sk Internet: www.caa.sk 3. Tel: +421 2 5273 1457 Fax: +421 2 5273 1470 Email: dgca@telecom.gov.sk Internet: www.telecom.gov.sk |
|  Slovenia | Civil Aviation Agency Vožarski pot 12 SI-1000 Ljubljana | Tel: +386 1 266 66 00 Fax: +386 1 266 66 99 Email: info@caa.si |

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|  Spain | Agencia Estatal de Seguridad Aérea (AESA) División de Derechos de los Pasajeros Paseo de la Castellana 112 28046 Madrid - Spain | Tel: + 34 91 396 82 12 Website: Passenger Rights Online complaint form: Consultas AESA- Agencia Estatal de Seguridad Aérea - Ministerio de Fomento |
|  Sweden | Swedish Transport Agency Civil Aviation Department Vikboplan 7 SE – 60173 Norrköping | Tel: +46-771.50.35.03 Fax: +46-114.15.22.50 Email: luftfart@transportstyrelsen.se Internet: www.transportstyrelsen.se |

| Other Countries | Organisation | Contact details |
|--|---|---|
|  Iceland | Icelandic Transport Authority Samgöngustofa P.O. Box 470 202 Kópavogur | Tel: + 354 480 6000 consumers@icetra.is http://www.icetra.is |
|  Norway | Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board) Postboks 2924 Solli NO - 0230 OSLO | Tel.: + 47 22 54 60 00 Fax: + 47 22 54 60 01 fly@reiselivsforum.no www.transportklagenemnda.no |
|  Switzerland | Federal Office of Civil Aviation FOCA Passengerrights CH - 3003 Berne | Tel: +41 58 465 95 96 Fax: +41 58 465 90 60 Email: passengerrights@bazl.admin.ch Internet: www.bazl.admin.ch |