National Enforcement Bodies

Regulation (EC) No 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91

[Links to the EU Commission website for passenger rights]

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 The Commission cannot be held responsible for any missing or outdated information.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: 29 July 2024

<table>
<thead>
<tr>
<th>Member State</th>
<th>Organisation</th>
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<tbody>
<tr>
<td>Austria</td>
<td>Agentur für Passagier- und Fahrgastrechte / Agency for Passenger Rights (apf) Linke Wienzeile 4/1/6 AT - 1060 Wien</td>
</tr>
<tr>
<td>Belgium</td>
<td>SPF Mobilité &amp; Transport Direction générale Transport aérien Cellule Stratégique - Droits des passagers City Atrium (6ème étage - locker PAX) Rue du Progrès 56 BE - 1210 Bruxelles FOD Mobiliteit &amp; Vervoer Directoraat-generaal Luchtvaart Strategische Cel - Passagiersrechten City Atrium (6e verdieping - locker: PAX) Vooruitgangstraat 56 BE - 1210 Brussel</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>Ministry of Transport, Information Technologies and Communications, Directorate General, Civil Aviation Administration 9, Dyakon Ignatii Str. BG – 1000 SOFIA</td>
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<tr>
<td>Croatia</td>
<td>Croatian Civil Aviation Agency Ulica grada Vukovara 284 HR - 10000 ZAGREB</td>
</tr>
<tr>
<td>Cyprus</td>
<td>Department of Civil Aviation 27 Pindarou Street ALPHA Business Centre CY - 1060 NICOSIA</td>
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<tr>
<th>Contact details</th>
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<tbody>
<tr>
<td>Tel: +43 1 505 07 07 – 740 Website: [German, English] Online complaint form: [German, English]</td>
</tr>
<tr>
<td>Tel: + 32 2 277 44 00 (Tue and Thu from 9:00 till 12:00) E-mail: <a href="mailto:passenger.rights@mobilit.fgov.be">passenger.rights@mobilit.fgov.be</a> Website: [Dutch, French, English] Online complaint form: [Dutch, French, English]</td>
</tr>
<tr>
<td>Tel: +359 2 937 10 71 Fax: +359 2 980 53 37 E-mail: <a href="mailto:caa@caa.bg">caa@caa.bg</a> Website: [Bulgarian, English]</td>
</tr>
<tr>
<td>Tel: +385 1 2369 300 Fax: + 385 1 2369 301 E-mail: <a href="mailto:passenger.rights@ccaa.hr">passenger.rights@ccaa.hr</a> Website: [Croatian, English]</td>
</tr>
<tr>
<td>Tel: +357 22 404 119 Fax: +357 22 766552 E-mail: <a href="mailto:passengerrights@dca.mcw.gov.cy">passengerrights@dca.mcw.gov.cy</a> Website: [Greek, English]</td>
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<tr>
<td><strong>Czechia</strong></td>
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<td><strong>Denmark</strong></td>
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<td><strong>Estonia</strong></td>
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<td><strong>Finland</strong></td>
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<td><strong>France</strong></td>
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<td><strong>Germany</strong></td>
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<tr>
<td>Member State</td>
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<td>--------------</td>
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</tbody>
</table>
| 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](http://hcaa.gov.gr) , [English](http://hcaa.gov.gr) |
| Hungary      | Passenger complaints  
Government Office of the Capital City Budapest  
Consumer Protection Department  
Address: H-1051 Budapest, Sas utca 19. | Tel: +36 1 4502598  
E-mail: fogyved_kmf_budapest@bfkh.gov.hu  
Website: [www.kormanyhivatal.hu](http://www.kormanyhivatal.hu) |
| Hungary      | Enforcement  
Ministry of Technology and Industry  
CAA of Hungary  
Address: H-1011 Budapest, Fő utca 44-50.  
Postal address: H-1440 Budapest, Pf. 1. | Tel: +36 1 273 5503  
E-mail: aviation.risk@tim.gov.hu |
| 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](http://www.iaa.ie)  
Online complaint form: [Air Passenger Rights Ireland (iaa.ie)](http://iaa.ie) |
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| Italy        | ENAC- Ente Nazionale per l'Aviazione Civile Air Passenger Rights Directorate | 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:  
Online complaint form for passengers: [Italian, English](#)  
ADR (Alternative Dispute Resolution):  
If you would like to request compensation or reimbursement of your ticket, you can use the Transport Regulatory Authority’s (ART) Dispute Settlement Service  
Web-site: [link](#)  
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. |
| Latvia       | Consumer Rights Protection Centre (CRPC) | Tel.: +371 67388624  
Fax: +371 67388634  
E-mail: [pasts@ptac.gov.lv](mailto:pasts@ptac.gov.lv)  
Website: [Latvian, English](#)  
Online complaint form for passengers: [Italian, English](#)  
ADR (Alternative Dispute Resolution):  
If you would like to request compensation or reimbursement of your ticket, you can use the Transport Regulatory Authority’s (ART) Dispute Settlement Service  
Web-site: [link](#)  
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. |
| Lithuania    | Lithuanian Transport Safety Administration (LTSA) | Tel.: +370 5 278 5601  
Fax: +370 5 213 2270  
E-mail: [ltsa@ltsa.lt](mailto:ltsa@ltsa.lt)  
Website: [Lithuanian, English](#)  
Online complaint form for passengers: [Italian, English](#)  
ADR (Alternative Dispute Resolution):  
If you would like to request compensation or reimbursement of your ticket, you can use the Transport Regulatory Authority’s (ART) Dispute Settlement Service  
Web-site: [link](#)  
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. |
| Luxembourg   | Ministère de la Protection des consommateurs | Tel.: +352 247-73700  
E-mail: [passagers@mpc.etat.lu](mailto:passagers@mpc.etat.lu)  
Website: [French, German, English](#)  
Online complaint form: [French, German, English](#)  
ADR (Alternative Dispute Resolution):  
If you would like to request compensation or reimbursement of your ticket, you can use the Transport Regulatory Authority’s (ART) Dispute Settlement Service  
Web-site: [link](#)  
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. |
| Malta        | Malta Competition and Consumer Affairs Authority | Tel.: +356 2395 2000  
Fax: +356 2124 2406  
E-mail: [airpassengerrights@mccaa.org.mt](mailto:airpassengerrights@mccaa.org.mt)  
Website: [https://mccaa.org.mt/Section/Content?contentId=1202](https://mccaa.org.mt/Section/Content?contentId=1202)  
Online complaint form: [https://mccaa.org.mt/home/complaint](https://mccaa.org.mt/home/complaint)  
ADR (Alternative Dispute Resolution):  
If you would like to request compensation or reimbursement of your ticket, you can use the Transport Regulatory Authority’s (ART) Dispute Settlement Service  
Web-site: [link](#)  
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. |
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| The Netherlands | Inspectie Leefomgeving en Transport | Tel: +31 884 890 000  
Website: Dutch, English  
Online complaint form: Dutch, English |
| Poland | Passenger complaints  
The Passengers’ Rights Ombudsman  
ul. Marcina Flisa 2  
PL - 02-247 WARSZAWA | E-mail: pasazerlotniczy@ulc.gov.pl  
Website: Polish, English  
Online complaint form: Polish, English |
| Portugal | Autoridade Nacional da Aviação Civil (ANAC)  
Rua B, Edificios 4, 5 e 6  
Aeroporto Humberto Delgado  
PT - 1749-034 LISBOA | Tel: +351 (21) 284 2226  
Fax: +351 (21) 847 3585  
E-mail: consumidor@anac.pt  
Website: Portuguese, English  
Online complaint form: https://sesizari1.anpc.ro/ |
| Romania | National Authority for Consumer Protection  
72, Blvd Aviatorilor  
RO - 011865, Sector 1, BUCHAREST | Tel: +4021 219 551  
Fax: +4021 314 3462  
E-mail: passengerrights@anpc.ro  
Website: www.anpc.ro  
Online complaint form: https://sesizari1.anpc.ro/ |
| Slovakia | Slovenská obchodná Inšpeckia  
(Slovak Trade Inspection)  
Ústredný inšpektorát (Central Inspectorate)  
Bajkalská 21/A, P.O.BOX 29  
SK -827 99 BRATISLAVA 27  
Slovak Republic | Tel: +421 2 58 272 160  
+421 2 58 272 140  
Fax: +421 2 53414 996  
E-mail: oos@soi.sk  
Website: Slovak, English |
| Slovenia | Civil Aviation Agency  
Kotnikova 19A  
SI - 1000 LJUBLJANA | Tel: +386 (0) 1 266 66 00  
Fax: +386 (0) 1 266 66 99  
E-mail: info@caa.si  
Website: Slovenian, English |
| 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 10  
E-mail: sau.aesa@seguridadaerea.es (NB: for information requests only; for claims use the complaint form)  
Website: Spanish, English  
Online complaint form: Passenger Rights |
| Sweden | The Swedish Consumer Agency (Konsumentverket)  
Street address: Tage Erlandergatan 8A, Karlstad  
Postal address: Box 48  
SE - 651 02 KARLSTAD | Tel: +46 (0)771 42 33 00  
Fax: +46(0)54 19 41 95  
E-mail: konsumentverket@konsumentverket.se  
Websites: www.hallakonsument.se (Swedish, English, Finnish, Croatian, Polish, Spanish)  
www.konsumentverket.se |
### EEA countries applying Regulation (EC) No 261/2004

<table>
<thead>
<tr>
<th>Country</th>
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<th>Contact details</th>
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<tbody>
<tr>
<td>Iceland</td>
<td>Icelandic Transport Authority</td>
<td>Tel: + 354 480 6000&lt;br&gt;E-mail: <a href="mailto:consumers@icetra.is">consumers@icetra.is</a>&lt;br&gt;Website: Icelandic, English&lt;br&gt;Online complaint form: Icelandic, English</td>
</tr>
<tr>
<td>Norway</td>
<td>Passenger complaints: Norsk ReiselivsForum</td>
<td>Tel: + 47 22 54 60 00&lt;br&gt;E-mail: <a href="mailto:post@reiselivsforum.no">post@reiselivsforum.no</a>&lt;br&gt;Website and online complaint form: <a href="http://www.reiselivsforum.no">www.reiselivsforum.no</a> (Norwegian and English)</td>
</tr>
<tr>
<td>Switzerland</td>
<td>Federal Office of Civil Aviation FOCA</td>
<td>Tel: +41 58 465 95 96&lt;br&gt;E-mail: <a href="mailto:passengerrights@bazl.admin.ch">passengerrights@bazl.admin.ch</a>&lt;br&gt;Online complaint form: German, French, Italian, English</td>
</tr>
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### Countries applying legal provisions equivalent to Regulation (EC) No 261/2004


2. In Switzerland, relevant rules were incorporated into the Annex, Section 7, of the EU-Switzerland air transport agreement by way of Decision 1/2006 of the Community-Switzerland Air Transport Committee (OJ L 114, 30.4.2002, p. 73–90) [https://eur-lex.europa.eu/legal-content/EN/AUTO/?uri=CELEX:02002A0430(02)-20230715]