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

https://transport.ec.europa.eu/transport-themes/passenger-rights/air_en
https://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_en.htm

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 The Commission cannot be held responsible for any missing or outdated information.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: 23 September 2024

Member State	Organisation	Contact details
Austria	**Agentur für Passagier- und Fahrgastrechte / Agency for Passenger Rights (apf)** Linke Wienzeile 4/1/6 AT - 1060 Wien	Tel: +43 1 505 07 07 – 740 **Website:** German, English **Online complaint form**: German, English
Belgium	**SPF Mobilité & 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 & Vervoer** Directoraat-generaal Luchtvaart Strategische Cel - Passagiersrechten City Atrium (6de verdieping - locker: PAX) Vooruitgangstraat 56 BE - 1210 Brussel	**Tel** : + 32 2 277 44 00 (Tue and Thu from 9:00 till 12:00) **E-mail:** passenger.rights@mobilit.fgov.be **Website:** Dutch, French, English **Online complaint form**: Dutch, French, English
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 71 **Fax** : +359 2 980 53 37 **E-mail:** caa@caa.bg **Website:** Bulgarian, English
Croatia	**Croatian Civil Aviation Agency** Ulica grada Vukovara 284 HR - 10000 ZAGREB	**Tel.** : +385 1 2369 300 **Fax:** + 385 1 2369 301 **E-mail:** passenger.rights@ccaa.hr **Website:** Croatian, English
Cyprus	**Department of Civil Aviation** 27 Pindarou Street ALPHA Business Centre CY - 1060 NICOSIA	**Tel.** : +357 22 404 119 **Fax** : +357 22 766552 **E-mail:** passengerrights@dca.mcw.gov.cy **Website:** Greek, English

Member State	Organisation	Contact details
Czechia	**Civil Aviation Authority** Airport Ruzyně CZ - 160 08 PRAHA 6	**Tel.**: +420 225 422 726 **Fax**: +420 220 561 823 **E-mail:** caa@caa.cz **Website :** Czech, English **Online complaint form:** Czech, English
Denmark	**Danish Civil Aviation and Railway Authority** Carsten Niebuhrs Gade 43 DK-1577 Copenhagen V	**Tel.** : +45 7221 8800 **Fax** : +45 7262 6790 **E-mail:** info@tbst.dk **Website:** Danish, English **Online complaint form:** Danish, English
Estonia	**Consumer Protection and Technical Regulatory Authority** Endla 10a, 10142 Tallinn	**Tel:** +372 667 2000 **Fax:** +372 667 2001 **E-mail:** info@ttja.ee **Website :** Estonian, English
Finland	**Complaints from private consumers:** **Consumer Disputes Board** P.O. Box 306 FIN - 00531 HELSINKI **Supervision of the rights of non-consumers (i.e. business travellers, no handling of individual cases)** **The Finnish Transport and Communications Agency (Traficom)** Kumpulantie 9, 00520 P.O. Box 320, 00059 TRAFICOM FIN – 00101 HELSINKI **Supervision of the interests of consumers on a collective level** (no handling of individual cases): **Consumer Ombudsman / Finnish Competition and Consumer Authority** **P.O. Box 5** FIN - 00531 HELSINKI	**Tel.** : +358 29 56 65200 **Fax** : +358 29 56 65249 **E-mail :** kril@oikeus.fi **Website :** Finnish, Swedish, English **Tel.:** +358 29 534 5000 **Fax.:** +358 29 534 5095 **E-mail**: kirjaamo@traficom.fi **Website:** Finnish, Swedish, English **Tel.** : +358 29 505 3000 **E-mail:** kirjaamo@kkv.fi **Website:** Finnish (https://www.kkv.fi/), Swedish (https://www.kkv.fi/sv/), English (https://www.kkv.fi/en/)
France	**Direction générale de l'aviation civile (DGAC)** Direction du transport aérien Mission du Droit des passagers Bureau des passagers aériens 50 rue Henry Farman FR- 75720 PARIS cedex 15	**Tel** : +33 1 58 09 43 21 **Website:** www.ecologie.gouv.fr/politiques/passagers-aeriens **Online complaint form:** https://droits-passagers-aeriens.aviation-civile.gouv.fr/public/signalement?new-signalement=true
Germany	**Luftfahrt-Bundesamt (LBA)** Nationale Beschwerde- und Durchsetzungsstelle Fluggastrechte / National Enforcement Body Air Passenger Rights Visiting Adress: Hermann-Blenk-Straße 21 DE- 38108 Braunschweig Postal Adress: 38144 Braunschweig	**Tel.**: +49 531 2355-115 **Fax**: +49 531 2355-1197 **E-mail:** fluggastrechte@lba.de **Website:** German, English **Online complaint form**: German, English

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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, English
Hungary	**Passenger complaints** Government Office of the Capital City Budapest Consumer Protection Department Address: **H-1117 Budapest, Prielle Kornélia utca 4/b.** **General enforcement** **Ministry of Construction and Transport** CAA of Hungary Address: H-1054 Budapest, Alkotmány utca 5. Postal address: H-1442 Budapest Pf.: 89.	**Tel:** +36 1 4502598 **E-mail:** fogyasztovedelem@bfkh.gov.hu **Website:** https://kormanyhivatalok.hu/kormanyhivatalok/budapest **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 Government Office of the Capital City Budapest Consumer Protection Department 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)

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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 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)** Brivibas street 55 LV-1010, RIGA	**Tel.** : +371 67388624 **Fax** : +371 67388634 **E-mail:** pasts@ptac.gov.lv **Website:** Latvian, English
Lithuania	**Lithuanian Transport Safety Administration (LTSA)** Svitrigailos str. 42 LT-03209 Vilnius	**Tel.** : +370 5 278 5601 **Fax** : +370 5 213 2270 **E-mail:** ltsa@ltsa.lt **Website:** Lithuanian, English
Luxembourg	**Direction de la Protection des consommateurs** 271, route d'Arlon L-1150 Luxembourg Luxembourg Adresse postale : B.P 119 L-2011 Luxembourg	**Tel.:** +352 247-73700 **E-mail:** passagers@mpc.etat.lu **Website:** French, German, English **Online complaint form:** French, German, English
Malta	**Malta Competition and Consumer Affairs Authority** Mizzi House, National Road Blata l-Bajda, Hamrun HMR 9010	**Tel.** : +356 2395 2000 **Fax**: +356 2124 2406 **E-mail:** airpassengerrights@mccaa.org.mt **Website:** https://mccaa.org.mt/Section/Content?contentId=1202 **Online complaint form:** https://mccaa.org.mt/home/complaint

Member State	Organisation	Contact details
The Netherlands	**Inspectie Leefomgeving en Transport** Human Environment and Transport Inspectorate Postbus 16191, 2500 BD Den Haag	**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 **Enforcement** The President of the Civil Aviation Authority Commission on Passengers' Rights ul. Marcina Flisa 2 PL - 02-247 WARSZAWA	**E-mail:** pasazerlotniczy@ulc.gov.pl **Website:** Polish, English **Online complaint form :** Polish, English **E-mail:** kopp@ulc.gov.pl **Tel.**: +48 (22) 520 74 84 **Website**: Polish, English
Portugal	**Autoridade Nacional da Aviação Civil (ANAC)** Rua B, Edifícios 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
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 inšpekcia** (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[1]		
Country	Organisation	Contact details
Iceland	**Icelandic Transport Authority** Samgöngustofa Ármúla 2 108 Reykjavík Iceland	**Tel:** + 354 480 6000 **E-mail:** consumers@icetra.is **Website:** Icelandic, English **Online complaint form:** Icelandic, English
Norway	**Passenger complaints:** Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board) Øvre Slottsgate 18-20 NO - 0157 OSLO	**Tel.:** + 47 22 54 60 00 **E-mail:** post@reiselivsforum.no **Website and online complaint form:** www.reiselivsforum.no (Norwegian and English)
Countries applying legal provisions equivalent to Regulation (EC) No 261/2004		
Switzerland[2]	**Federal Office of Civil Aviation FOCA** Passenger rights CH - 3003 Berne	**Tel.** : +41 58 465 95 96 **E-mail:** passengerrights@bazl.admin.ch **Online complaint form:** German, French, Italian, English

[1] As regards members of the European Economic Area (EEA countries), Regulation (EC) No 261/2004 was incorporated into Annex XIII to the EEA Agreement by way of Decision No 171/2004 of the EEA Joint Committee (OJ L 133, 26.5.2005, p. 21–22) https://eur-lex.europa.eu/eli/dec/2004/171(2)

[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