



National Enforcement Bodies under




Regulation [EC] 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

<http://ec.europa.eu/transport/themes/passengers/air>

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 The Commission cannot be held responsible for any missing or outdated information.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: 14 September 2021

| Member State | Organisation | Contact details |
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|  Austria | Agentur für Passagier- und Fahrgastrechte (apf) Linke Wienzeile 4/1/6 AT - 1060 Wien | Tel: +43 1 5050 707 700 www.passagier.at Online complaint forms: English: https://www.apf.gv.at/en/passenger-complaints-plane.html German: https://www.apf.gv.at/de/beschwerde-flug.html |
|  Belgium | SPF Mobilité & Transport Direction générale Transport aérien Cellule Stratégique - Droits des passagers City Atrium (6 ^{ème} étage - locker PAX) Rue du Progrès 56 BE - 1210 Bruxelles FOD Mobiliteit & Vervoer Directoraat-generaal Luchtvaart Strategische Cel - Passagiersrechten City Atrium (6 ^{de} verdieping - locker: PAX) Vooruitgangstraat 56 BE - 1210 Brussel | Tel : + 32 2 277 44 00 (Tue and Thu from 9:00 till 12:00) passenger.rights@mobiliteit.fgov.be www.mobiliteit.belgium.be Online complaint forms: English: https://www.mobiliteit.fgov.be/applications/Internet/EasyWebForms.nsf/PassengerRights.xsp Dutch: https://www.mobiliteit.fgov.be/applications/Internet/EasyWebForms.nsf/PassengerRights_NL.xsp French: https://www.mobiliteit.fgov.be/applications/Internet/EasyWebForms.nsf/PassengerRights_FR.xsp |
|  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 caa@caa.bg |



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|  Croatia | Croatian Civil Aviation Agency Ulica grada Vukovara 284 HR - 10000 ZAGREB | Tel. : +385 1 2369 300 Fax: + 385 1 2369 301 passenger.rights@ccaa.hr www.ccaa.hr |
|  Cyprus | Department of Civil Aviation 27 Pindarou Street ALPHA Business Centre CY - 1060 NICOSIA | Tel. : +357 22 404 119 Fax : +357 22 766552 passengerrights@dca.mcw.gov.cy |
|  Czech Republic | Civil Aviation Authority Airport Ruzyně CZ - 160 08 PRAHA 6 | Tel.: +420 225 422 726 Fax: +420 220 561 823 caa@caa.cz |
|  Denmark | Danish Civil Aviation and Railway Authority Carsten Niebuhrs Gade 43 DK-1577 Copenhagen V | Tel. : +45 7221 8800 Fax : +45 7262 6790 info@tbst.dk www.tbst.dk |
|  Estonia | Consumer Protection and Technical Regulatory Authority Endla 10a, 10142 Tallinn | Tel: +372 667 2000 Fax: +372 667 2001 info@ttja.ee www.ttja.ee |
|  Finland | Complaints from private consumers: Consumer Disputes Board P.O. Box 306 FI - 00531 HELSINKI Complaints from business travellers: The Finnish Transport and Communications Agency (Traficom) Kumpulantie 9, 00520 P.O. Box 320, 00059 TRAFICOM FI – 00101 HELSINKI Supervision of the interests of consumers on a collective level (no handling of individual cases): Competition and Consumer Authority Haapaniemenkatu 4 A, Box 5 FI - 00531 HELSINKI | Tel. : +358 29 56 65200 Fax : +358 29 56 65249 krii@oikeus.fi www.kuluttajariita.fi Tel.: +358 29 534 5000 Fax: +358 29 534 5095 kirjaamo@traficom.fi www.traficom.fi Tel. : +358 29 505 3000 Fax : +358 29 876 4398 kirjaamo@kkv.fi www.kkv.fi |
|  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 https://www.ecologie.gouv.fr/faire-en-cas-retard-au-depart-annulation-dun-vol-refus-dembarquement |
|  Germany | Luftfahrt-Bundesamt (LBA) Nationale Beschwerde- und Durchsetzungsstelle Fluggastrechte / National Enforcement Body Air Passenger Rights Visiting Adress: Kurt-Schumacher-Straße 21, 38102 Braunschweig | Tel.: +49 531 2355-115 Fax: +49 531 2355-1197 fluggastrechte@lba.de www.lba.de Online-complaint-forms: |






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| | Postal Adress: 38144 Braunschweig | English : https://www.lba.de/EN/Administration/AirPassengersRights/Denied_Boarding/Denied_Boarding German : https://www.lba.de/DE/ZentraleDienste/Fluggastrechte/Online-Formular/Online_Formular |
|  Greece | Hellenic Civil Aviation Authority Air Transport and International Agreements Div Air Transport Economics Section D1/D P.O.B. 70360 EL - 16610 GLYFADA | Tel. : +30 210 9973162 +30 210 9973156 Fax : +30 210 894 7132 d1d@hcaa.gr http://www.ypa.gr/en/passenger-rights/ |
|  Hungary | Passenger complaints Ministry for Innovation and Technology Consumer Protection Strategy Department Address: H-1011 Budapest, Fő utca 44-50. Postal address: H-1440 Budapest, Pf. 1. Enforcement Ministry for Innovation and Technology Aviation Risk Assessment Department Address: H-1011 Budapest, Fő utca 44-50. Postal address: H-1440 Budapest, Pf. 1. | Tel.: +36 1 7958282 www.fogyasztovedelem.kormany.hu fogyasztovedelem@itm.gov.hu Tel.: +36 1 273 5503 aviation.risk@itm.gov.hu |
|  Ireland | Commission for Aviation Regulation 3rd Floor 6 Earlsfort Terrace IE - DUBLIN 2, D02 W773 | Tel. : +353-(0) 1-6611700 Fax : +353-(0) 1-6611269 (General) apr@aviationreg.ie www.flightrightsi.ie |
|  Italy | Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT - 00185 ROME | https://www.enac.gov.it/ For passengers: http://moduliweb.enac.gov.it/applicazioni/cartadiritti_English/modulo_261.asp (English) https://moduliweb.enac.gov.it/applicazioni/cartadiritti/modulo_261.asp (Italian) For NEBs and other official institutions: cartadiritti@enac.gov.it For claim agencies, lawyers and consumer organisations: https://www.enac.gov.it/en/passengers/passengers-rights/complaints-in-case-of-denied-boarding-cancellation-or-long-delay-of Detailed information are available in the section "How to lodge a complaint with |



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| | | ENAC". (Both in English and Italian) |
|  <u>Latvia</u> | Consumer Rights Protection Centre (CRPC) Brivibas street 55 LV-1010, RIGA | Tel. : +371 67388624 Fax : +371 67388634 pasts@ptac.gov.lv www.ptac.gov.lv |
|  <u>Lithuania</u> | Lithuanian Transport Safety Administration (LTSA) Svitrigailos str. 42 LT-03209 Vilnius | Tel. : +370 5 278 5601 Fax : +370 5 213 2270 ltsa@ltsa.lrv.lt https://ltsa.lrv.lt |
|  <u>Luxembourg</u> | Ministère 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 passagers@mpc.etat.lu https://guichet.public.lu/fr/citoyens/citoyen-nete/protection-consommateur/droits-voyageurs/droits-des-passegers-aeriens.html |
|  <u>Malta</u> | Malta Competition and Consumer Affairs Authority Mizzi House, National Road Blata l-Bajda, Hamrun HMR 9010 | Tel. : +356 2395 2000 Fax: +356 2124 2406 airpassengerrights@mccaa.org.mt www.mccaa.org.mt |
|  <u>The Netherlands</u> | Inspectie Leefomgeving en Transport Human Environment and Transport Inspectorate Postbus 16191, 2500 BD Den Haag | Tel. : +31 884 890 000 www.ilent.nl Online-complaint-forms: English : https://english.ilent.nl/themes/a/air-passenger-rights/passengers Dutch : https://www.ilent.nl/onderwerpen/passagier-rechten/luchtvaart/klacht-over-naleving-melden |
|  <u>Poland</u> | Passenger complaints Commission on Passengers' Rights ul. Marcina Flisa 2 PL – 02-247 WARSZAWA Enforcement Civil Aviation Office ul. Marcina Flisa 2 PL - 02-247 WARSZAWA | Tel.: +48 (22) 520 74 84 Fax: +48 (22) 520 73 47 www.ulc.gov.pl kopp@ulc.gov.pl Tel.: +48 (22) 520 72 00 Fax : +48 (22) 520 73 00 www.ulc.gov.pl kancelaria@ulc.gov.pl |
|  <u>Portugal</u> | 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 consumidor@anac.pt www.anac.pt |



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|  <u>Romania</u> | National Authority for Consumer Protection 72, Blvd Aviatorilor RO - 011865, Sector 1, BUCHAREST | Tel.: +4021 312 1275 Fax: +4021 314 3462 www.anpc.ro cabinet@anpc.ro |
|  <u>Slovakia</u> | 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 oos@soi.sk |
|  <u>Slovenia</u> | Civil Aviation Agency Kotnikova 19A SI - 1000 LJUBLJANA | Tel.: +386 (0) 1 266 66 00 Fax: +386 (0) 1 266 66 99 info@caa.si |
|  <u>Spain</u> | Agencia Estatal de Seguridad Aérea División de Calidad y Protección al Usuario Paseo de la Castellana 112 28046 Madrid – Spain | Tel.: + 34 91 396 82 10 http://www.seguridadaerea.es sau.aesa@seguridadaerea.es |
|  <u>Sweden</u> | The Swedish Consumer Agency (Konsumentverket) Street address: Tage Erlander gatan 8A, Karlstad Postal address: Box 48 SE - 651 02 KARLSTAD | Tel.: +46 (0)771 42 33 00 Fax: +46 (0)54 19 41 95 konsumentverket@konsumentverket.se www.konsumentverket.se |

| Other Countries | Organisation | Contact details |
|---|---|--|
|  <u>Iceland</u> | Icelandic Transport Authority Samgöngustofa Ármúla 2 108 Reykjavík Iceland | Tel.: + 354 480 6000 consumers@icetra.is www.icetra.is |
|  <u>Norway</u> | Passenger complaints: Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board) Øvre Slottsgate 18-20 NO - 0157 OSLO | Tel.: + 47 22 54 60 00 post@reiselivsforum.no www.transportklagenemnda.no |
|  <u>Switzerland</u> | Federal Office of Civil Aviation FOCA Passenger rights CH - 3003 Berne | Tel.: +41 58 465 95 96 passengerrights@bazl.admin.ch Online complaint forms: English: www.bazl.admin.ch/pax-online-form German: http://www.bazl.admin.ch/pax-onlineformular French: www.bazl.admin.ch/pax-formulaire-online Italian: www.bazl.admin.ch/pax-modulo-online |