



## 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 The Commission cannot be held responsible for any missing or outdated information.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:** February 2020

Member State	Organisation	Contact details
 Austria	Agentur für Passagier- und Fahrgastrechte (apf) Linke Wienzeile 4/1/6 AT - 1060 Wien	<b>Tel:</b> +43 1 5050 707 700 <b>Fax:</b> +43 1 5050707 180 <a href="http://www.passagier.at">www.passagier.at</a>
 Belgium	SPF Mobilité & Transport Direction générale Transport aérien Cellule Stratégique - Droits des passagers City Atrium (6 <sup>ème</sup> étage - locker PAX) Rue du Progrès 56 BE - 1210 Bruxelles  FOD Mobiliteit & Vervoer Directoraat-generaal Luchtvaart Strategische Cel - Passagiersrechten City Atrium (6 <sup>de</sup> verdieping - locker: PAX) Vooruitgangstraat 56 BE - 1210 Brussel	<b>Tel:</b> + 32 2 277 44 00 <b>Fax:</b> + 32 2 277 40 73 <a href="mailto:passenger.rights@mobilit.fgov.be">passenger.rights@mobilit.fgov.be</a> <a href="http://www.mobilit.belgium.be">www.mobilit.belgium.be</a>
 Bulgaria	Ministry of Transport, Information Technologies and Communications, Directorate General, Civil Aviation Administration 9, Dyakon Ignatii Str. BG – 1000 SOFIA	<b>Tel. :</b> +359 2 937 10 47 <b>Fax :</b> +359 2 980 53 37 <a href="mailto:caa@caa.bg">caa@caa.bg</a>
 Croatia	Croatian Civil Aviation Agency Ulica grada Vukovara 284 HR - 10000 ZAGREB	<b>Tel. :</b> +385 1 2369 300 <b>Fax:</b> + 385 1 2369 301 <a href="mailto:passenger.rights@ccaa.hr">passenger.rights@ccaa.hr</a> <a href="http://www.ccaa.hr">www.ccaa.hr</a>
 Cyprus	Department of Civil Aviation 27 Pindarou Street ALPHA Business Centre CY - 1060 NICOSIA	<b>Tel. :</b> +357 22 404 119 <b>Fax :</b> +357 22 766552 <a href="mailto:passengerrights@dca.mcw.gov.cy">passengerrights@dca.mcw.gov.cy</a>



 <u>Czech Republic</u>	Civil Aviation Authority Airport Ruzyně CZ - 160 08 PRAHA 6	Tel.: +420 225 422 726 Fax: +420 220 561 823 <a href="mailto:caa@caa.cz">caa@caa.cz</a>
 <u>Denmark</u>	The Danish Transport, Construction and Housing Authority Carsten Niebuhrs Gade 43 DK-1577 Copenhagen V	Tel. : +45 7221 8800 Fax : +45 7262 6790 <a href="mailto:info@tbst.dk">info@tbst.dk</a> <a href="http://www.tbst.dk">www.tbst.dk</a>
 <u>Estonia</u>	Consumer Protection and Technical Regulatory Authority Endla 10a, 10142 Tallinn	Tel: +372 667 2000 Fax: +372 667 2001 <a href="mailto:info@ttja.ee">info@ttja.ee</a> <a href="http://www.ttja.ee">www.ttja.ee</a>
 <u>Finland</u>	<p><b>Complaints from private consumers:</b>          Consumer Disputes Board          P.O. Box 306          FI - 00531 HELSINKI</p> <p><b>Complaints from business travellers:</b>          The Finnish Transport and Communications Agency (Traficom)          Kumpulantie 9, 00520          P.O. Box 320, 00059 TRAFICOM          FI – 00101 HELSINKI</p> <p><b>Supervision of the interests of consumers on a collective level (no handling of individual cases):</b>          Competition and Consumer Authority          Haapaniemenkatu 4 A, Box 5          FI - 00531 HELSINKI</p>	Tel. : +358 29 56 65200 Fax : +358 29 56 65249 <a href="mailto:krii@oikeus.fi">krii@oikeus.fi</a> <a href="http://www.kuluttajariita.fi">www.kuluttajariita.fi</a>  Tel.: +358 29 534 5000 Fax: +358 29 534 5095 <a href="mailto:kirjaamo@traficom.fi">kirjaamo@traficom.fi</a> <a href="http://www.traficom.fi">www.traficom.fi</a>  Tel. : +358 29 505 3000 Fax : +358 29 876 4398 <a href="mailto:kirjaamo@kkv.fi">kirjaamo@kkv.fi</a> <a href="http://www.kkv.fi">www.kkv.fi</a>
 <u>France</u>	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 <a href="http://www.developpement-durable.gouv.fr">www.developpement-durable.gouv.fr</a>
 <u>Germany</u>	Luftfahrt-Bundesamt (LBA)	<p><b>Bürger-Service-Center</b>          38144 Braunschweig</p> <p>Telefonische Sprechzeiten:          Montag bis Donnerstag, 10:00 Uhr bis 13:00 Uhr</p> <p>Telefon: +49 531 2355-115          Fax: +49 531 2355-1197          E-Mail: <a href="mailto:fluggastrechte@lba.de">fluggastrechte@lba.de</a></p> <p><a href="https://www.lba.de/DE/ZentraleDienste/Fluggastrechte/Fluggastrechte_node.html">https://www.lba.de/DE/ZentraleDienste/Fluggastrechte/Fluggastrechte_node.html</a></p>





		<p><b>Customer and Citizen Services/ air passenger's rights</b></p> <p>Monday to Thursday from 10:00 a.m. to 13:00 p.m.</p> <p>Phone: +49 531 2355 115 Fax: +49 531 2355 1197 E-Mail: <a href="mailto:fluggastrechte@lba.de">fluggastrechte@lba.de</a> <a href="https://www.lba.de/EN/Administration/AirPassengersRights/AirPassengersRights_node.html">https://www.lba.de/EN/Administration/AirPassengersRights/AirPassengersRights_node.html</a></p>
 Greece	<p>Hellenic Civil Aviation Authority Air Transport and International Agreements Div Air Transport Economics Section D1/D P.O.B. 70360 EL - 16610 GLYFADA</p>	<p>Tel. : +30 210 9973162 +30 210 9973156 Fax : +30 210 894 7132 <a href="mailto:d1d@hcaa.gr">d1d@hcaa.gr</a> <a href="http://www.ypa.gr/en/passenger-rights/">http://www.ypa.gr/en/passenger-rights/</a></p>
 Hungary	<p><b>Passenger complaints</b> Ministry for Innovation and Technology Consumer Protection Strategy Department Address: H-1011 Budapest, Fő utca 44-50. Postal address: H-1440 Budapest, Pf. 1.</p> <p><b>Enforcement</b> Ministry for Innovation and Technology Aviation Risk Assessment Department Address: H-1011 Budapest, Fő utca 44-50. Postal address: H-1440 Budapest, Pf. 1.</p>	<p>Tel.: +36 1 7958282 <a href="http://www.fogyasztovedelem.kormany.hu">www.fogyasztovedelem.kormany.hu</a> <a href="mailto:fogyasztovedelem@itm.gov.hu">fogyasztovedelem@itm.gov.hu</a></p> <p>Tel.: +36 1 273 5503 <a href="mailto:aviation.risk@itm.gov.hu">aviation.risk@itm.gov.hu</a></p>
 Ireland	<p>Commission for Aviation Regulation 3rd Floor Alexandra House Earlsfort Terrace IE - DUBLIN 2</p>	<p>Tel. : +353-(0) 1-6611700 Fax : +353-(0) 1-6611269 (General) <a href="mailto:apr@aviationreg.ie">apr@aviationreg.ie</a> <a href="http://www.aviationreg.ie">www.aviationreg.ie</a></p>
 Italy	<p>Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT - 00185 ROME</p>	<p><a href="https://www.enac.gov.it/">https://www.enac.gov.it/</a></p> <p><b>For passengers:</b> <a href="http://moduliweb.enac.gov.it/applicazioni/cartadiritti_English/modulo_261.asp">http://moduliweb.enac.gov.it/applicazioni/cartadiritti_English/modulo_261.asp</a> (English) <a href="https://moduliweb.enac.gov.it/applicazioni/cartadiritti/modulo_261.asp">https://moduliweb.enac.gov.it/applicazioni/cartadiritti/modulo_261.asp</a> (Italian)</p> <p><b>For NEBs and other official institutions:</b> <a href="mailto:cartadiritti@enac.gov.it">cartadiritti@enac.gov.it</a></p> <p><b>For claim agencies, lawyers and consumer organizations:</b></p>




		<a href="https://www.enac.gov.it/en/passengers/passengers-rights/complaints-in-case-of-denied-boarding-cancellation-or-long-delay-of">https://www.enac.gov.it/en/passengers/passengers-rights/complaints-in-case-of-denied-boarding-cancellation-or-long-delay-of</a> Detailed information are available in the section "How to lodge a complaint with ENAC". (Both in English and Italian)
 <u>Latvia</u>	Consumer Rights Protection Centre (CRPC) Brivibas street 55 LV-1010, RIGA	<b>Tel. :</b> +371 67388624 <b>Fax :</b> +371 67388634 <a href="mailto:pasts@ptac.gov.lv">pasts@ptac.gov.lv</a> <a href="http://www.ptac.gov.lv">www.ptac.gov.lv</a>
 <u>Lithuania</u>	Lithuanian Transport Safety Administration (LTSA) Svitrigailos str. 42 LT-03209 Vilnius	<b>Tel. :</b> +370 5 278 5601 <b>Fax :</b> +370 5 213 2270 <a href="mailto:ltsa@ltsa.lrv.lt">ltsa@ltsa.lrv.lt</a> <a href="https://ltsa.lrv.lt">https://ltsa.lrv.lt</a>
 <u>Luxembourg</u>	Ministre ayant la protection des consommateurs dans ses attributions Ministry of Consumer Protection 19-21, Boulevard Royal L-2449 Luxembourg	<a href="mailto:passagersaeriens@mpc.public.lu">passagersaeriens@mpc.public.lu</a>
 <u>Malta</u>	Malta Competition and Consumer Affairs Authority Mizzi House, National Road Blata l-Bajda, Hamrun HMR 9010	<b>Tel. :</b> +356 2395 2000 <b>Fax :</b> +356 2124 2406 <a href="mailto:airpassengerrights.ccd@gov.mt">airpassengerrights.ccd@gov.mt</a> <a href="http://www.consumer.gov.mt">www.consumer.gov.mt</a>
 <u>The Netherlands</u>	Inspectie Leefomgeving en Transport Human Environment and Transport Inspectorate Postbus 16191, 2500 BD Den Haag	<b>Tel. :</b> +31 884 890 000 <a href="http://www.ILenT.nl">www.ILenT.nl</a>
 <u>Poland</u>	<b>Passenger complaints</b> Commission on Passengers' Rights ul. Marcina Flisa 2 PL – 02-247 WARSZAWA  <b>Enforcement</b> Civil Aviation Office ul. Marcina Flisa 2 PL – 02-247 WARSZAWA	<b>Tel.:</b> +48 (22) 520 74 84 <b>Fax:</b> +48 (22) 520 73 47 <a href="http://www.ulc.gov.pl">www.ulc.gov.pl</a> <a href="mailto:kopp@ulc.gov.pl">kopp@ulc.gov.pl</a>  <b>Tel.:</b> +48 (22) 520 72 00 <b>Fax :</b> +48 (22) 520 73 00 <a href="http://www.ulc.gov.pl">www.ulc.gov.pl</a> <a href="mailto:kancelaria@ulc.gov.pl">kancelaria@ulc.gov.pl</a>
 <u>Portugal</u>	Autoridade Nacional da Aviação Civil (ANAC) Rua B, Edifícios 4, 5 e 6 Aeroporto Humberto Delgado PT - 1749-034 LISBOA	<b>Tel. :</b> +351 (21) 842-3500 <b>Fax :</b> +351 (21) 847-3585 <a href="mailto:dre.pdc@anac.pt">dre.pdc@anac.pt</a> <a href="http://www.anac.pt">www.anac.pt</a>
 <u>Romania</u>	National Authority for Consumer Protection 72, Blvd Aviatorilor RO - 011865, Sector 1, BUCHAREST	<b>Tel. :</b> +4021 312 1275 <b>Fax :</b> +4021 314 3462 <a href="http://www.anpc.ro">www.anpc.ro</a>



 <u>Slovakia</u>	Slovenská obchodná inšpekcia (Slovak Trade Inspectorate) ústredný inšpektorát (Central Inspectorate) Prievozská 32 SK - 827 99 BRATISLAVA 27	<b>Tel.:</b> +421 2 58 272 103 +421 2 58 272 140 <b>Fax:</b> +421 2 53414 996 <a href="mailto:helena.molekova@soi.sk">helena.molekova@soi.sk</a>
 <u>Slovenia</u>	Civil Aviation Agency Kotnikova 19A SI - 1000 LJUBLJANA	<b>Tel.:</b> +386 (0) 1 266 66 00 <b>Fax:</b> +386 (0) 1 266 66 99 <a href="mailto:info@caa.si">info@caa.si</a>
 <u>Spain</u>	Agencia Estatal de Seguridad Aérea División de Calidad y Protección al Usuario Avda. General Perón 40, Acceso B, (Recepción planta 1ª) 28020 MADRID	<b>Tel.:</b> + 34 91 396 82 10 <a href="http://www.seguridadaerea.es">http://www.seguridadaerea.es</a>
 <u>Sweden</u>	<b>Passenger complaints:</b> National Board for Consumer Disputes (ARN) Box 174 SE - 10123 STOCKHOLM  Consumer Protection Agency <i>Visiting address:</i> Lagergrens Gata 8 <i>Postal address:</i> Box 48, SE - 651 02 KARLSTAD	<b>Tel.:</b> +46 8 508 860 00 <b>Fax:</b> +46 8 508 860 01 <a href="mailto:arn@arn.se">arn@arn.se</a> <a href="http://www.arn.se">www.arn.se</a>  <b>Tel.:</b> +46 77 14 23 300 <b>Fax:</b> +46 54 - 19 41 95 <a href="mailto:konsumentverket@konsumentverket.se">konsumentverket@konsumentverket.se</a> <a href="http://www.konsumentverket.se">www.konsumentverket.se</a>

Other Countries	Organisation	Contact details
 <u>Iceland</u>	Icelandic Transport Authority Samgöngustofa P.O. Box 470 202 Kópavogur	<b>Tel:</b> + 354 480 6000 <a href="mailto:consumers@icetra.is">consumers@icetra.is</a> <a href="http://www.icetra.is">www.icetra.is</a>
 <u>Norway</u>	<b>Passenger complaints:</b> Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board) Øvre Slottsgate 18-20 NO - 0157 OSLO	<b>Tel.:</b> + 47 22 54 60 00 <b>Fax:</b> + 47 22 54 60 01 <a href="mailto:post@reiselivsforum.no">post@reiselivsforum.no</a> <a href="http://www.transportklagenemnda.no">www.transportklagenemnda.no</a>
 <u>Switzerland</u>	Federal Office of Civil Aviation FOCA Passenger rights CH - 3003 Berne	<b>Tel.:</b> +41 58 465 95 96 <a href="mailto:passengerrights@bazl.admin.ch">passengerrights@bazl.admin.ch</a>  Online forms for passengers: <a href="http://www.bazl.admin.ch/pax-onlineformular">http://www.bazl.admin.ch/pax-onlineformular</a> (German) <a href="http://www.bazl.admin.ch/pax-formulaire-online">www.bazl.admin.ch/pax-formulaire-online</a> (French) <a href="http://www.bazl.admin.ch/pax-modulo-online">www.bazl.admin.ch/pax-modulo-online</a> (Italian) <a href="http://www.bazl.admin.ch/pax-online-form">www.bazl.admin.ch/pax-online-form</a> (English)



 <u>United Kingdom</u>	Passenger Advice and Complaints Team (PACT) Shared Service Centre – Aviation Services Civil Aviation Authority Aviation House Gatwick Airport South West Sussex RH6 0YR	Tel: 0330 022 1916 <a href="http://www.caa.co.uk">www.caa.co.uk</a>
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