

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
May 08, 2003

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 6-K

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16  
of the Securities Exchange Act of 1934

For the month of May, 2003

RYANAIR HOLDINGS PLC  
(Translation of registrant's name into English)

c/o Ryanair Ltd Corporate Head Office  
Dublin Airport  
County Dublin Ireland  
(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F..X.. Form 40-F.....

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes ..... No ..X..

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82- \_\_\_\_\_

RYANAIR'S CUSTOMER SERVICE STATISTICS  
FOR APRIL 2003

Ryanair, Europe's No.1 low fares airline, today (8th May 03) released its customer service statistics for April 2003. Ryanair, as part of its Customer Charter, is committed to publishing customer service statistics each month.

95.62% of all Ryanair's 11,332 flights during April 03 arrived on time. Again, no other European airline is delivering reliability and punctuality like this, month after month.

Ryanair is setting the standard as the No.1 on-time airline beating easyjet in

## Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

31 of the last 34 weeks.

Complaints registered at less than 1 complaint per 1000 passengers.

Misled baggage registered at 0.61 misled bags per 1000 passengers.

PASSENGER STATISTICS - APRIL 2003	2002	2003
On-time flights	83%	95%
Complaints per 1000 pax	1.06	0.99
Baggage complaints per 1000 pax	0.93	0.61
Complaints answered with 7 days	n/a	100%

As part of Ryanair's commitment to customer service, we respond within 7 working days to customer complaints, baggage issues and requests for refunds. Easyjet, by comparison, promise to write back within 20 working days, while the high fare airlines average 28 days.

For full details of Ryanair's industry leading customer service commitments, take a look at our Customer Service Charter on: [www.ryanair.com/charter/commitment](http://www.ryanair.com/charter/commitment).

### Ryanair Monthly Statistics Compared with Association of European Airlines\*

Ryanair No. 1 on time airline in Europe

----- Airline -----	----- Ranking -----	----- % -----
Ryanair	1	91
SAS	2	91
Lufthansa	4	88
Air France	5	84
British Airways	6	83
Easyjet	8	82
Alitalia	9	70
	-----	-----
	% On-Time Arrivals	-----

Ryanair No. 1 airline for fewest lost bags

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

	Ranking	
Ryanair	1	0.60
Iberia	2	9.0
SAS	3	10.6
Lufthansa	4	12.1
British Airways	5	14.2
Alitalia	6	16.3
Air France	7	16.8
easyJet	Not Published	Not Published

Number of Bags Missing per 1,000 passengers

- Ryanair's March figures compared with latest figures (March) released by AEA.

ENDS

8th May 2003

For further information please contact:

Paul Fitzsimmons  
Ryanair +353 1 8121212  
Pauline McAlester  
Murray Consultants: +353 1 4980300

END

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, hereunto duly authorized.

RYANAIR HOLDINGS PLC

Date: 08 May, 2003

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

By:\_\_\_/s/ Howard Millar\_\_\_

H Millar  
Company Secretary & Finance Director