

Challenges in the enforcement of passengers rights: the way forward

- **General remark: Regulation should provide clarity.**
- **Lack of specific requirements on how passengers file a claim to airlines.**
- **New obligations on intermediaries create very important challenges in relation to oversight.**
- **Need to get reports from airlines on claims received and how they are addressed.**
- **Need to improve standardization in oversight activities carried out by NEBs.**

Challenges in the enforcement of passengers rights: the way forward

- **General remark: Regulation should provide clarity.**

It should avoid generating ambiguities that must subsequently be interpreted through the Court of Justice. Current regulation combined with a large number of Justice rulings make difficult for all parties to have a clear view of the applicable criteria.

- **Lack of specific requirements on how passengers file a claim to airlines.**

Several complaints are received from passengers who are not able to easily find the way (process, documents, ...). In many cases airlines do not respond. There should be specific requirements so that passengers can easily find a way to file complaints to airlines.

- **New obligations on intermediaries create very important challenges in relation to oversight.**

High volume of organizations and geographical dispersion. NEBs currently only interacting with airlines.

- **Need to get reports from airlines on claims received and how they are addressed.**

Oversight should be based on the airlines' level of compliance. Data Driven Decision Making.

- **Need to improve standardization in oversight activities carried out by NEBs.**

Current differences on inspections and sanctioning procedures. Unfair situation for passengers and airlines. Lack of formal mechanisms to ensure that the NEBs guarantee an equivalent level of implementation, oversight and enforcement. NEBs must be able to report on the activities carried out to ensure adequate and standardized enforcement of the Regulation.