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RYANAIR HOLDINGS PLC  
Form 6-K  
January 09, 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 January, 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 ANNOUNCES CUSTOMER SERVICE STATISTICS FOR  
MONTH OF DECEMBER 2002

Ryanair, still the only airline in Europe, which publishes monthly customer service statistics, today (Thursday, 9th January 2003), unveiled its performance for the month of December 2002.

Despite unusually severe periods of fog and snow this month, 78% (7,482) of all Ryanair's 9,556 flights during December arrived on time. This figure represents an improvement on December 2001 (77%).

During the month, Ryanair received 0.52 complaints per 1,000 passengers carried,

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the lowest level in five years.

The figure for baggage complaints in December stood at less 0.47 complaints per 1,000 passengers, also the lowest figure for five years.

100% of complaint letters received in December were answered, in writing, within seven days.

| PASSENGER SERVICE STATISTICS                         | DECEMBER 2001 | DECEMBER 2002 |
|--|---------------|---------------|
| 1. ON-TIME FLIGHTS                                   | 77%<br>0.60   | 78%<br>0.52   |
| 2. COMPLAINTS (per 1,000 passengers carried)         |               |               |
| 3. BAGGAGE COMPLAINTS (per 1,000 passengers carried) | 0.54          | 0.47          |
| 4. COMPLAINTS ANSWERED WITHIN 7 DAYS                 | N/A           | 100%          |

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

Ends. Thursday, 9th January 2003

For further information:

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### 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: 9 January 2003

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

H Millar  
Company Secretary & Finance Director