

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
December 07, 2006

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 December, 2006

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- _____

7th DECEMBER 2006

RYANAIR'S CUSTOMER SERVICE STATISTICS FOR NOVEMBER

Ryanair, Europe's No.1 low fares airline, today (Thursday, 7th December 2006) released its customer service statistics for November. Ryanair is committed to publishing customer service statistics each month which again this month confirm

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

that Ryanair is No. 1 for Customer Service.

-90% of all Ryanair's 21,000 plus flights during November arrived on time.

-Ryanair is the No.1 on-time airline beating Easyjet every week in 2003, 2004, 2005 and every week so far in 2006

-Complaints of less than 1 (0.47) complaint per 1000 passengers.

-Mislaid baggage of less than 1 (0.46) mislaid bag per 1000 passengers.

On-time flights	88%	90%
Complaints per 1 000 pax	0.36	0.47
Baggage complaints per 1 000 pax	0.51	0.46
Complaints answered with 7 days	99%	99%

For further information:

Peter Sherrard - Ryanair
Tel: 00 353 1 812 1228

Pauline McAlester - Murray Consultants
Tel: 00 353 1 4980 300

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: 07 December 2006

By:____/s/ James Callaghan_____

James Callaghan
Company Secretary & Finance Director