

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
November 09, 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 NOVEMBER, 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- _____

RYANAIR'S CUSTOMER SERVICE STATISTICS FOR OCTOBER

Ryanair, Europe's No.1 low fares airline, today (Thursday, 9th November 2006) released its customer service statistics for October. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

-83% of all Ryanair's 23,000 plus flights during October 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.

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-Complaints of less than 1 (0.29) complaint per 1,000 passengers.

-Mislaid baggage of less than 1 (0.48) mislaid bag per 1,000 passengers.

| Customer Service Statistics October | 2005 | 2006 |
|-------------------------------------|------|------|
| On-time flights | 91% | 83%* |
| Complaints per 1 000 pax | 0.27 | 0.29 |
| Baggage complaints per 1 000 pax | 0.47 | 0.48 |
| Complaints answered with 7 days | 99% | 99% |

* Lower than last year's comparable because of delays at Stansted caused by the failure of BAA Stansted to fully staff their security points during peak periods

Ends.

Thursday, 9th November 2006

For further information:

Peter Sherrard - Ryanair

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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: 09 November 2006

By:____/s/ James Callaghan____

James Callaghan
Company Secretary & Finance Director